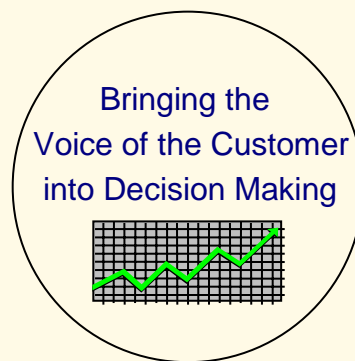


SURVEY OF VETERANS' SATISFACTION WITH THE VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM

TRAINING AND EDUCATION (REHABILITATION SERVICES) PHASE

2001 Results

National Summary



Surveys and Research Staff
Data Management Office
Veterans Benefits Administration

April 2002

Table of Contents

2

■ Acknowledgements	3
■ Executive Summary	
– A: Survey Objectives	5
– B: Survey Development	7
– C: Sample Selection	8
– D: Report Highlights	9
– E: Significant Results in Trend Analysis: 2001 vs. 2000	12
■ Respondent Characteristics	13
■ Survey Findings	
– A: Background Information About Respondents' Vocational Rehabilitation and Employment Program	15
– B: Knowledge and Use of Vocational Rehabilitation Services	19
– C: Relationship With Counselor	27
– D: Contact With Counselor	30
– E: Employment Services	42
– F: Access to the VR&E Program	49
– G: Current Status in the VR&E Program	53
■ Overall Program Impressions	58
■ Appendices	
– A: Questionnaire and Mailing Materials	74
– B: Survey Methodology	91

Acknowledgements

3

■ **This information was collected and analyzed under the direction of the:**

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Executive Summary

- To measure veterans' satisfaction with the Vocational Rehabilitation and Employment (VR&E) program at both the national and VBA Service Delivery Network (SDN) level.
- To identify areas of the VR&E program which are most satisfying to veterans, areas of the VR&E program which are least satisfying to veterans, and areas of the VR&E program which are in greatest need of improvement.
- To determine where improvements to the VR&E program will have the greatest impact on veterans' satisfaction.
- To determine program variations that affect veterans' satisfaction.
- To create performance measures, including measures of customer service, through a strategic planning process, as required by the Government Performance and Results Act (GPRA) passed and signed into law in August of 1993.
- To establish an explicit goal for the quality of service that is "equal to the best in business" as described in Executive Order 12862, Setting Customer Service Standards, issued in September 1993. This order was aimed at "ensuring that the Federal Government provides the highest quality of service possible to the American people."

Survey Objectives (continued)

6

- To provide data for the purpose of monitoring VBA's performance against its customer service standards and driving Service Delivery Network (SDN) and regional office improvements in customer service.
- To provide much-needed customer measures for evaluating VR&E's ongoing business process reengineering (BPR), case management, and related initiatives. Information from this survey will also be used to populate VR&E's balanced scorecard.

- As part of this project, VBA's Surveys and Research Staff held a series of focus groups with veterans and front-line employees to gather information relevant to customer satisfaction issues.
- From the focus group data, three surveys were developed to assess customer satisfaction at three phases of the program: evaluation and planning, training and education (rehabilitation services), and employment services.
- The original VR&E surveys, designed by the VBA, were pretested from June to August 1999. Pretest reports for the three phases of the program were developed to summarize the pretest findings, to examine the skip patterns, and to analyze the verbatim responses.
- Using the information provided in the pretest reports, the VBA Surveys and Research Staff and Caliber Associates modified the three questionnaires, which were used during the first full administration in 1999. Results from the 1999 administration were provided in a national report and reports for each SDN in March 2000. The second full administration of the survey occurred in 2000 with results provided in a national report and reports for each SDN in March of 2001.
- This report presents data on the third full administration of the VR&E surveys. Prior to gathering data for this administration, the surveys were slightly modified by VBA Surveys and Research Staff and Caliber Associates. The response option of "Help finding a job" was removed from Question 7; Question 26 (Your counselor helps you focus on your employment goals) was removed; and, a new section (Employment Services) was added to the report and includes 8 questions. The final Training and Education questionnaire and mailing materials appear in Appendix A.
- Data for this report were collected during November 2001, December 2001 and January 2002 by Caliber Associates. The Office of Management and Budget approval was obtained for each survey by the Veterans Benefits Administration. The date on the reports is December 2001, which reflects the midpoint of the data collection period.

- A random sample of approximately 6,425 veterans, distributed across nine VBA Service Delivery Networks (SDN), were sent the Training and Education questionnaire. A Spanish language version of the survey was provided to veterans residing in Puerto Rico.
- The sample of respondents who received the Training and Education questionnaire were in the rehabilitation phase phase of their program for a minimum of four months, or had just completed the rehabilitation phase in the previous four months. This included those who interrupted or discontinued the program at any time between the period when the sample was drawn and data collection was complete. A total of 34,838 persons were in the phase when the sample was drawn.
- Veterans who were selected into both the 2000 sample and the 2001 sample, and were listed in the same phase for both years, were removed from the 2001 sample. However, veterans who were selected into both the 2000 sample and the 2001 sample, but had moved to another phase from 2000 to 2001 were included in the sample, since they would receive a different questionnaire in the 2001 administration.
- A total of 6,425 questionnaires were sent to to the nine Service Delivery Networks (SDNs). The sample was not designed to yield data for any one regional office, only for the nine SDNs, which comprise the national total.
- A total of 3,531 respondents completed the **Training and Education** questionnaire for a response rate of 56.4 percent.
- A more detailed discussion of the survey methodology appears in Appendix B.

■ **Demographics:**

- Most respondents were male (77.5 percent), averaging 41 years of age.

■ **Background Information About the VR&E Program:**

- Respondents indicated the most common length of time since their vocational rehabilitation plan of service was developed was less than six months, in which 28.0 percent indicated that length.
- 67.4 percent of respondents indicated a VA staff counselor and 25.0 percent of respondents indicated a counselor under contract with the VA was their counselor during the rehabilitation phase.
- 85.7 percent of respondents said they were very or somewhat satisfied with the rehabilitation goal selected by themselves and the counselor.

■ **Knowledge and Use of Vocational Rehabilitation Services:**

- Common types of counseling or referrals were assistance in enrolling in an educational/training program (72.4 percent) and career counseling (42.2 percent).
- The most frequently reported benefits that respondents would have liked to receive but did not were computer equipment/software (47.2 percent) and dental services (25.9 percent).
- Respondents found too much red tape to obtain supplies/services (48.0 percent) and lack of knowledge about what benefits are available (46.1 percent) to be most difficult about obtaining benefits.

■ Relationship with the Counselor

- 73.8 percent of respondents said they had a clear understanding of the respective responsibilities and obligations of themselves and their counselor.
- 72.2 percent of respondents indicated strongly agreed or agreed that their counselor gives good information and advice.
- 67.5 percent of respondents indicated strongly agreed or agreed that their counselor shows a genuine interest in their progress.

› Contact with the Counselor

- 81.5 percent of respondents indicated the number and length of their in-person meetings with their counselor are adequate.
- 83.9 percent of respondents said the location and 85.4 percent said the scheduled time of in-person meetings were very or somewhat convenient.
- 75.3 percent of respondents indicated their counselor fully addresses their questions, concerns, or complaints.

■ Employment Services

- Of those who received employment services, 52.7 percent of respondents indicated that they were very or somewhat satisfied with the employment services they received during their program.

■ Access to the VR&E Program

- 67.9 percent of respondents indicated it was very or somewhat easy to obtain information from the program.

■ Current Status in the Program

- 87.4 percent of respondents were currently pursuing the program. Voluntarily, 2.3 percent withdrew from the program and 7.4 percent interrupted their program. At the request of the VA, 1.2 percent withdrew from the program and 1.7 percent interrupted their program.

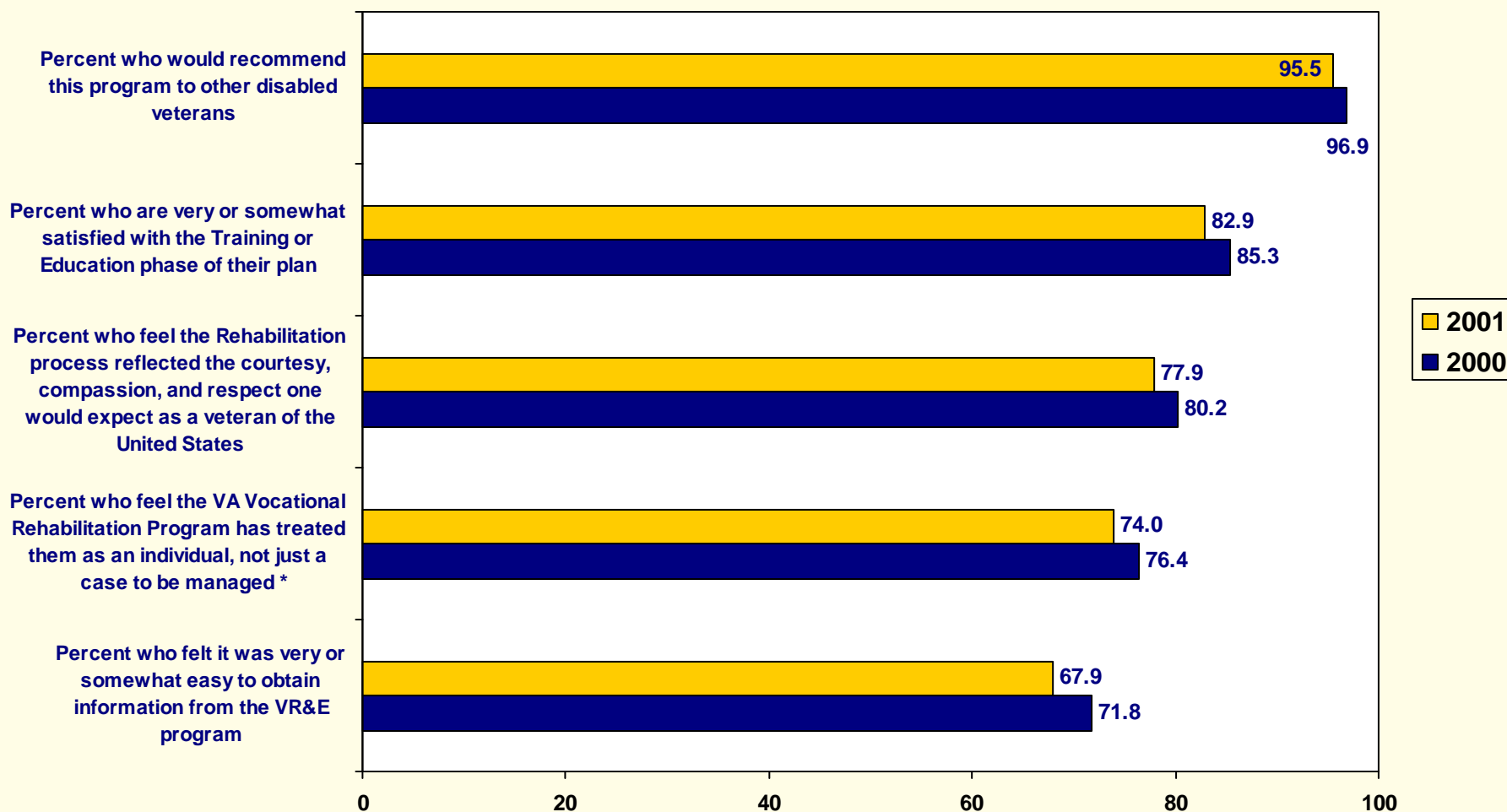
■ Overall Program Impressions

- 67.8 percent of respondents indicated the VA Vocational Rehabilitation Program has treated them as an individual, not just a case to be managed.
- Overall, 77.9 percent of respondents indicated the Rehabilitation process reflected the courtesy, compassion, and respect they would expect as a veteran of the United States.
- 58.8 percent of respondents indicated their educational goals were raised and 72.3 percent indicated that their educational goals were more realistic as a result of the program.
- 59.7 percent of respondents indicated their career goals were raised and 69.4 percent indicated that their career goals were more realistic as a result of the program.
- Overall, 82.9 percent of respondents said they were very or somewhat satisfied with the training or education phase of their program.
- 95.5 percent of respondents would recommend this program to other disabled veterans.

Significant Results in Trend Analysis: 2001 vs. 2000

12

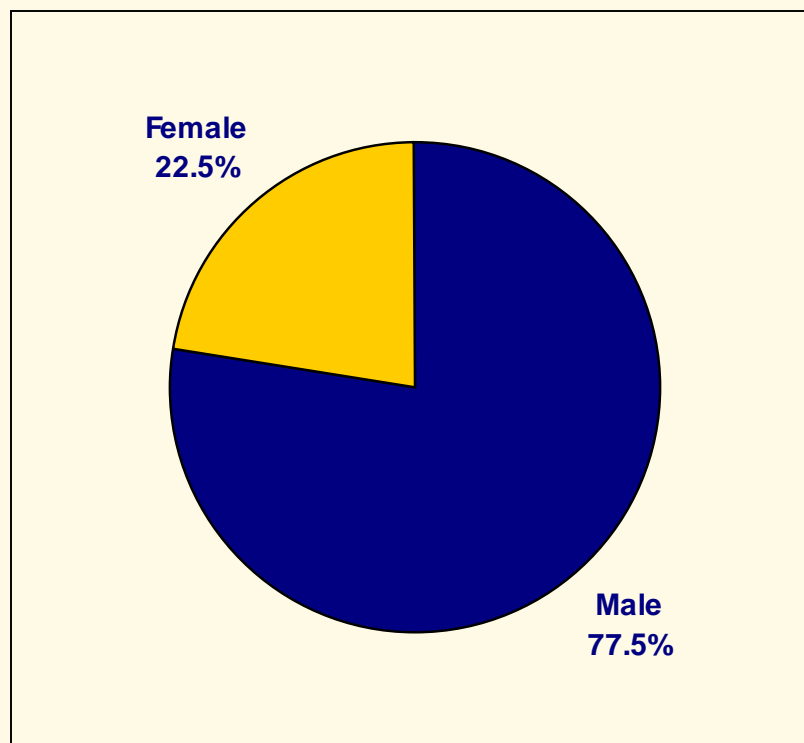
The items shown here reflect true differences in performance over time. If an item does not appear, then performance did not significantly change between the years.



NOTE: * Excludes responses of "Don't know"

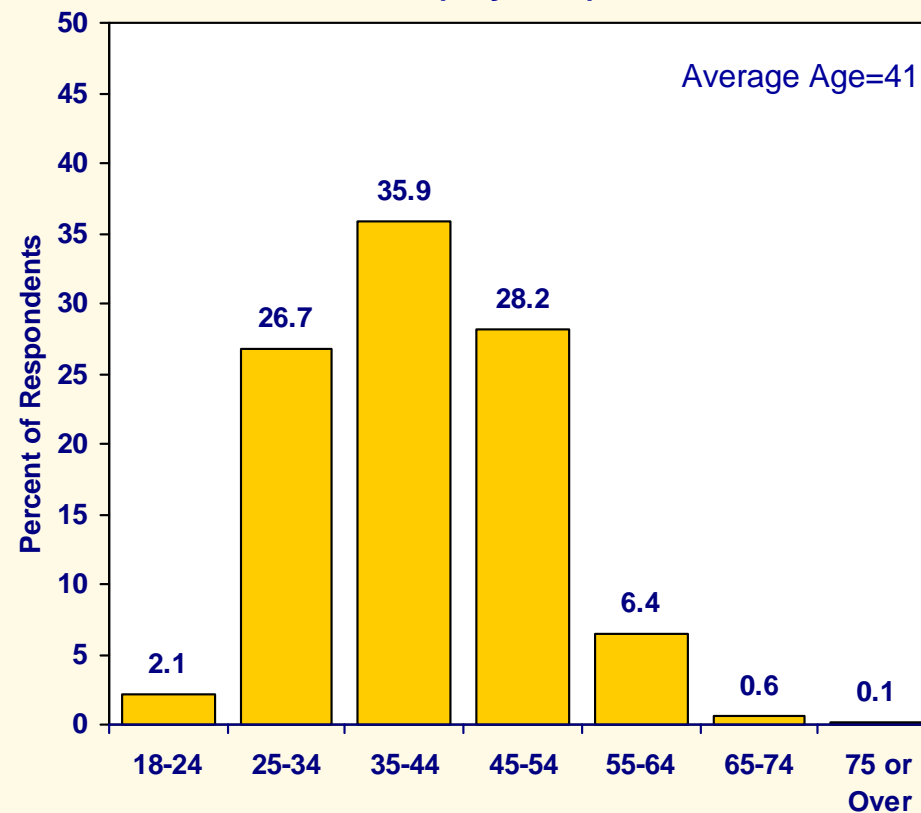
Respondent Characteristics

Gender Distribution



Valid n=3531

Age Distribution (in years)



Valid n=3531

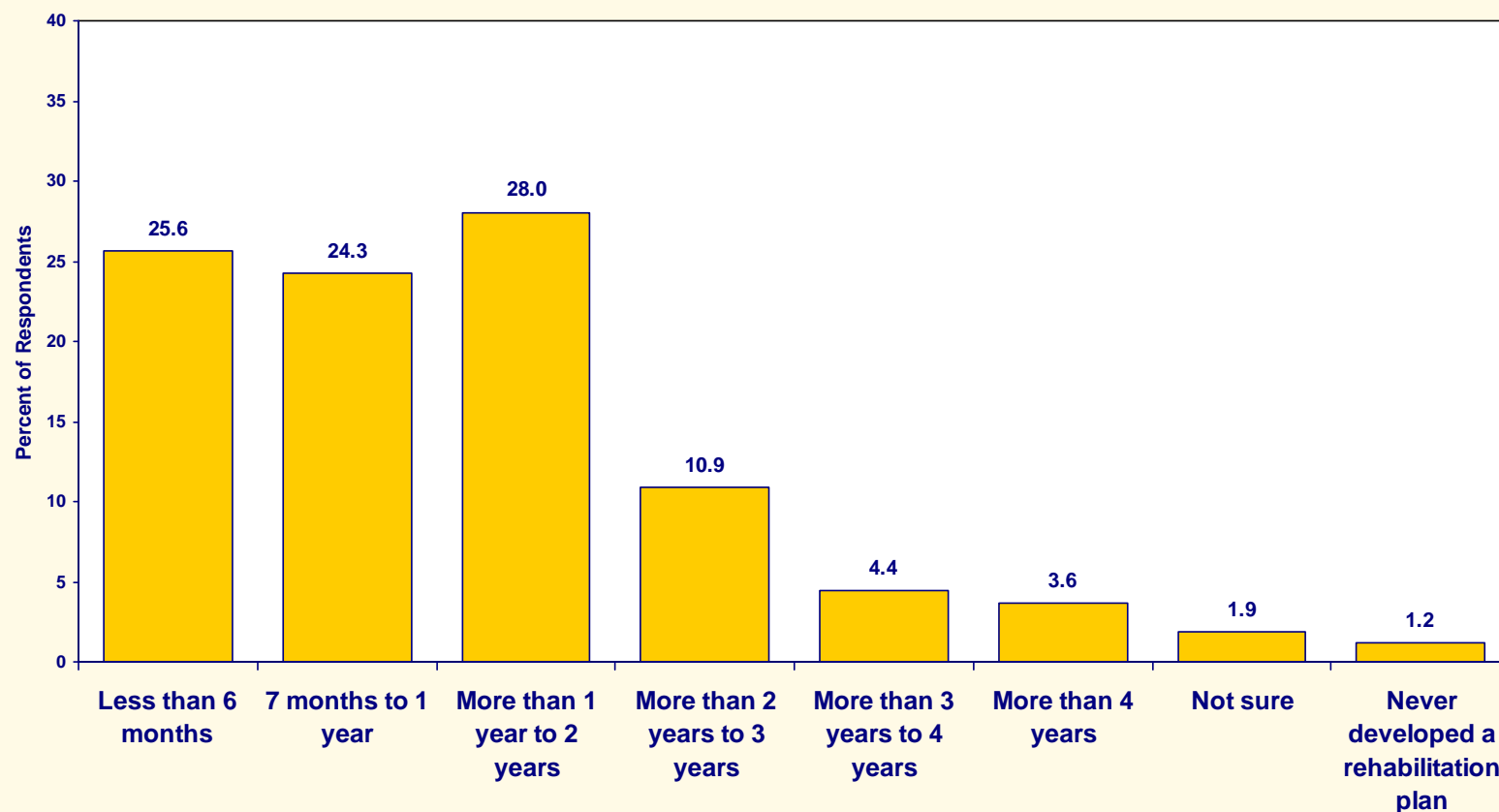
Survey Findings:
Background Information About Respondents'
VR&E Program

Background Information About Respondents' VR&E Program

16

Question 1:

How long has it been since you developed a vocational plan of services with your counselor?

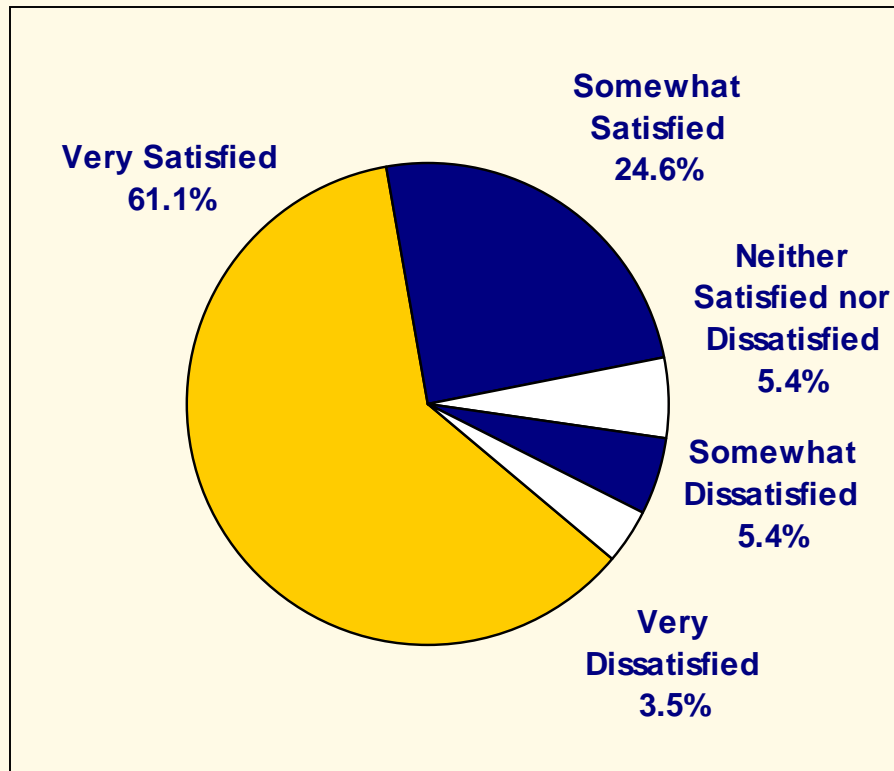


Valid n=3325

Background Information About Respondents' VR&E Program

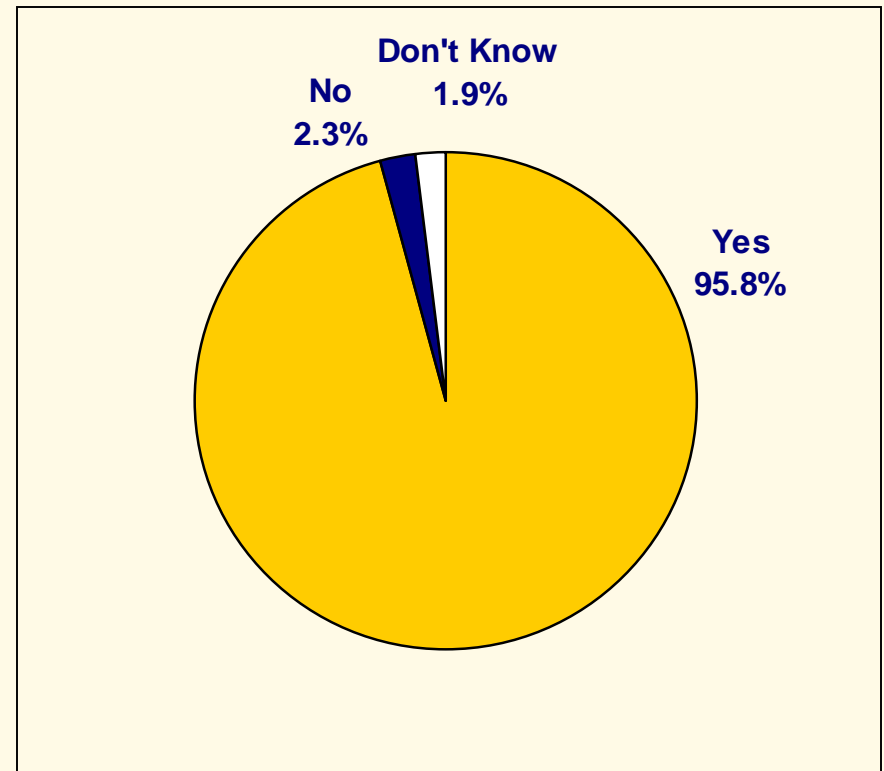
17

Question 2:
How satisfied are you with the occupational/vocational goal you and your counselor selected?



Valid n=3255

Question 3:
Do (Did) you have a vocational rehabilitation specialist or counselor assigned to you during the training or educational phase of your program?

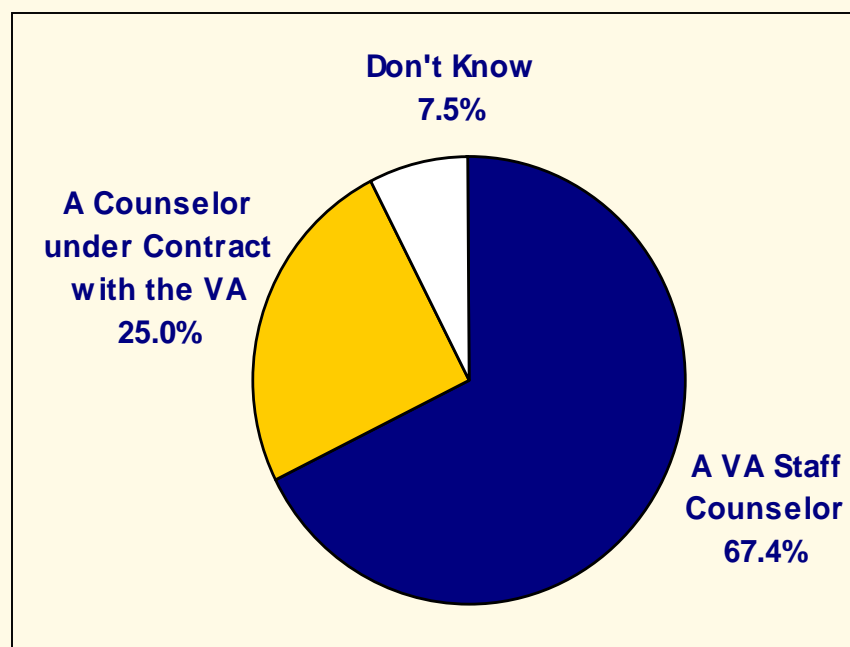


Valid n=3315

Background Information About Respondents' VR&E Program

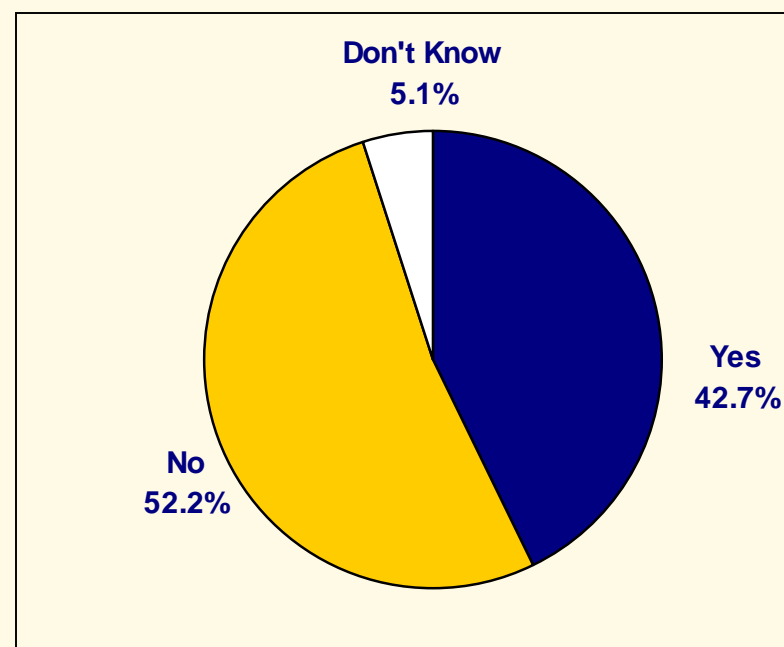
18

Question 4:
Who is (was) your primary specialist or counselor assigned during this rehabilitation phase?



Valid n=3149

Question 5:
Is this the same counselor who prepared your plan of services?

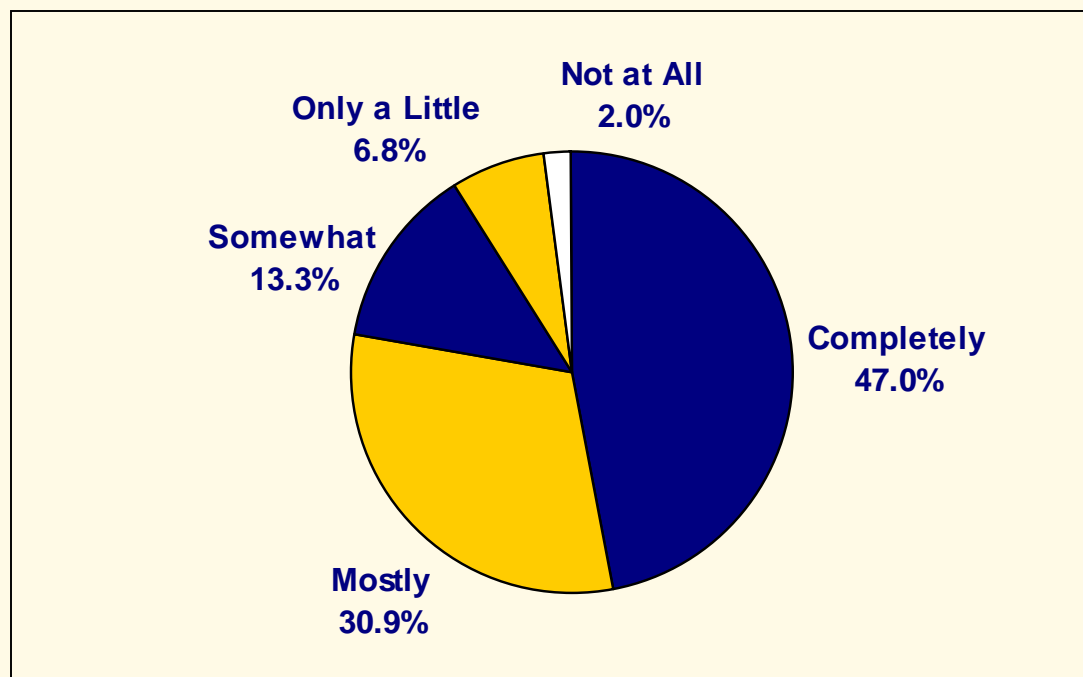


Valid n=3189

Survey Findings:
Knowledge and Use of Vocational
Rehabilitation Services

Question 6:

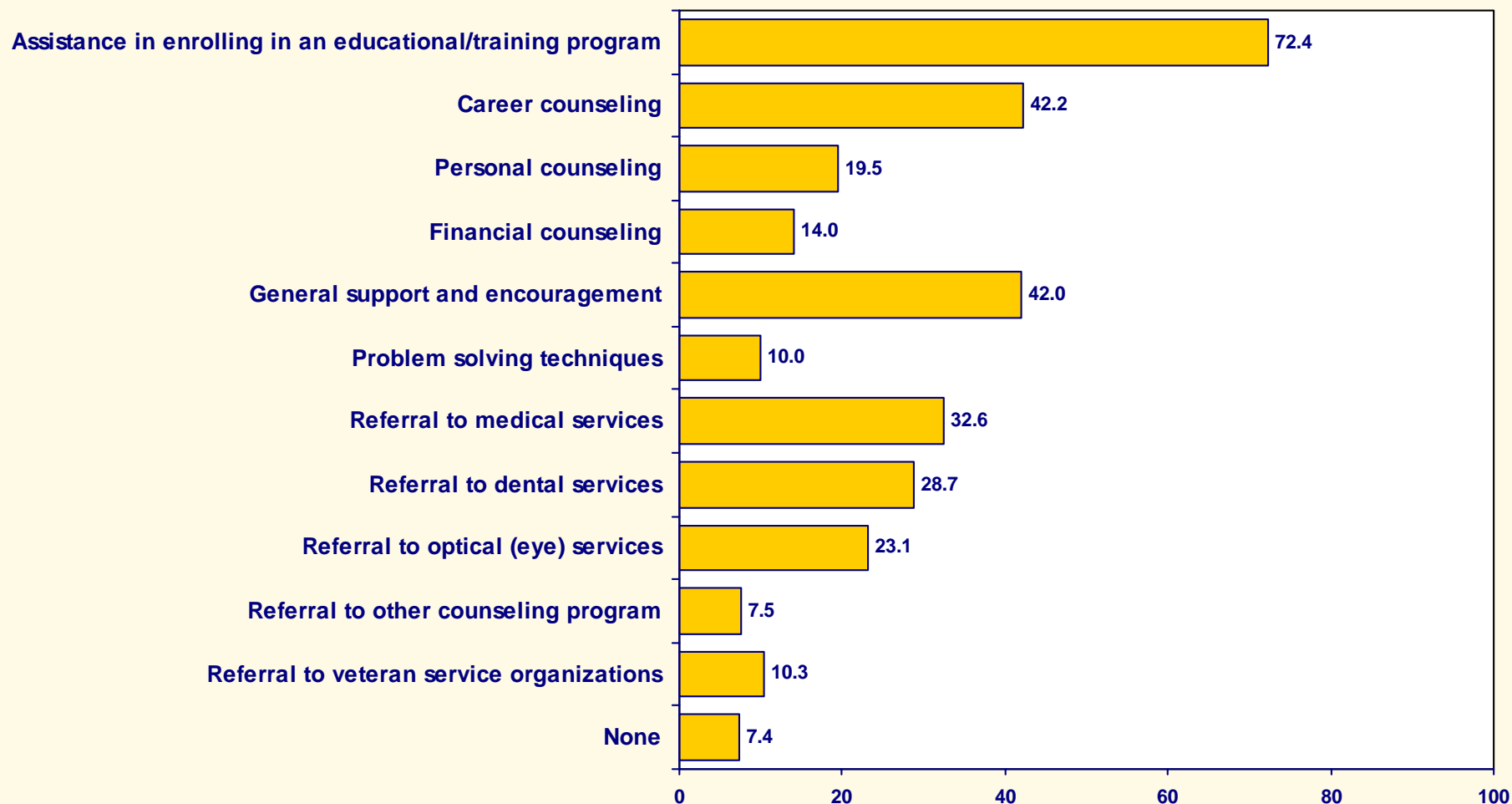
How completely did your counselor explain all the benefits and services available to you during your rehabilitation program?



Valid n=3187

Question 7:

Which of the following types of counseling or referrals has your counselor provided?



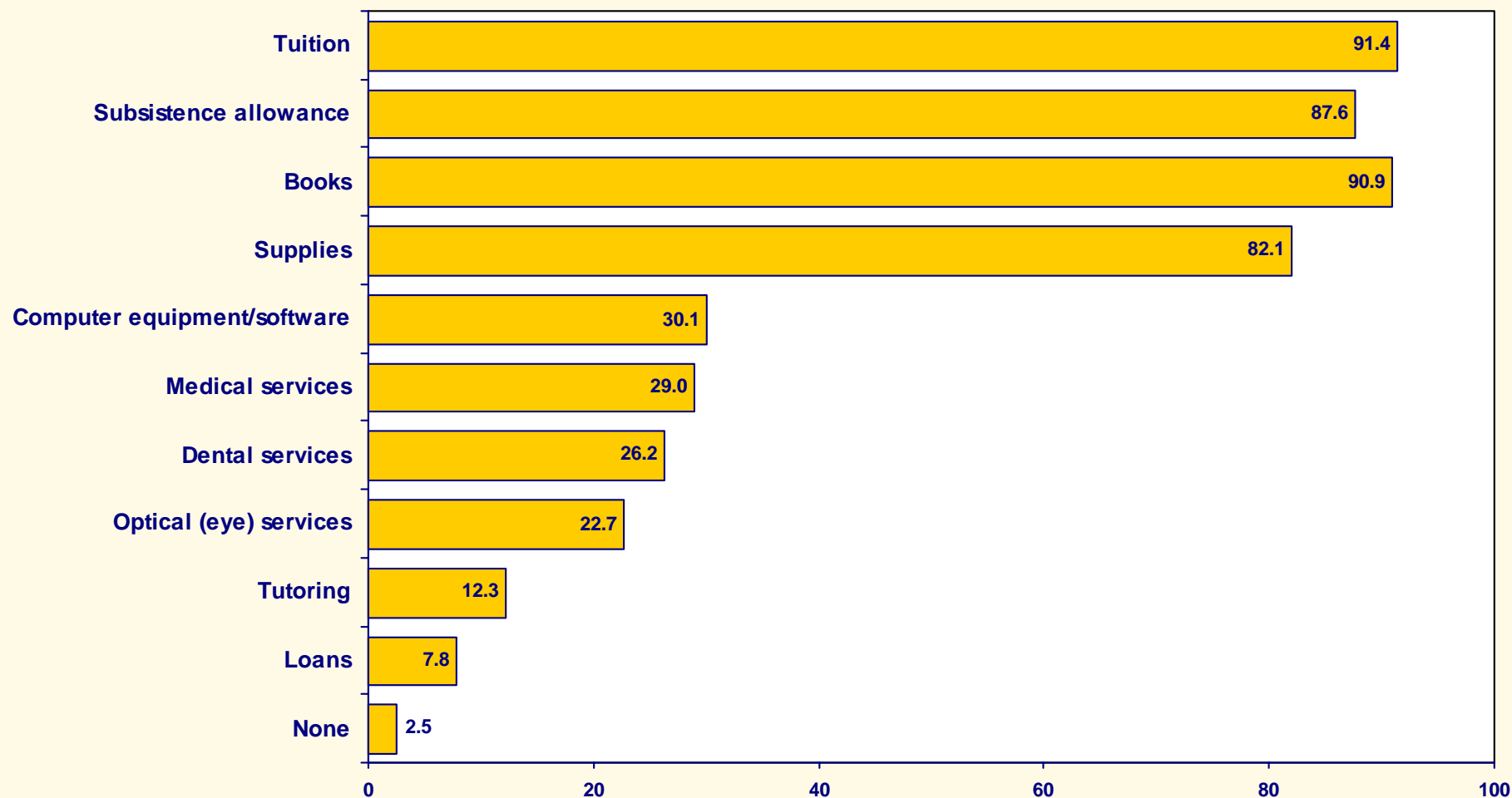
Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Percent of Respondents

Valid n=3186

Question 8:

Which of the following benefits have you received during your rehabilitation program?



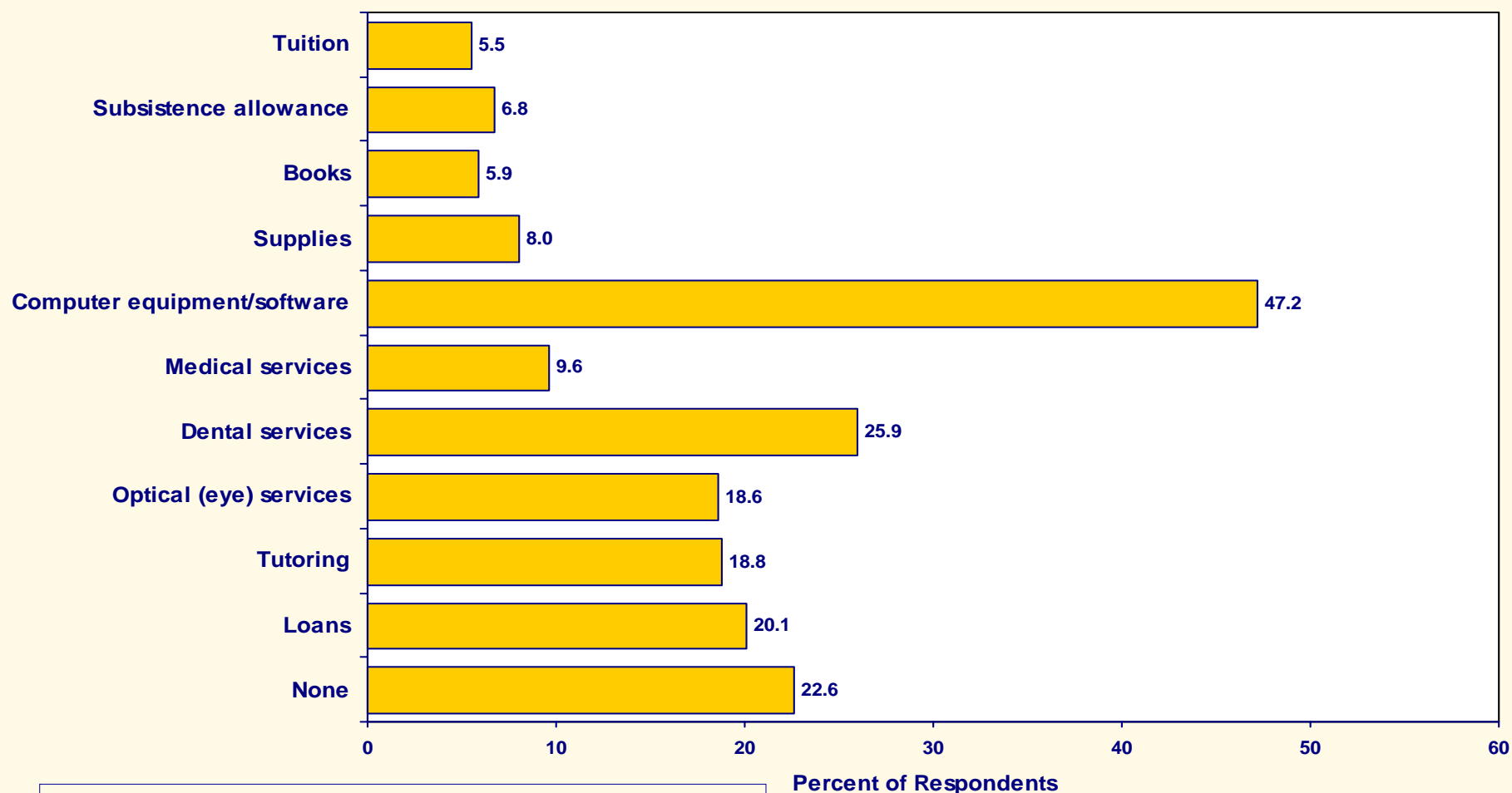
Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Percent of Respondents

Valid n=3331

Question 9:

Which of the following benefits would you have liked to receive during your rehabilitation program, but did not?

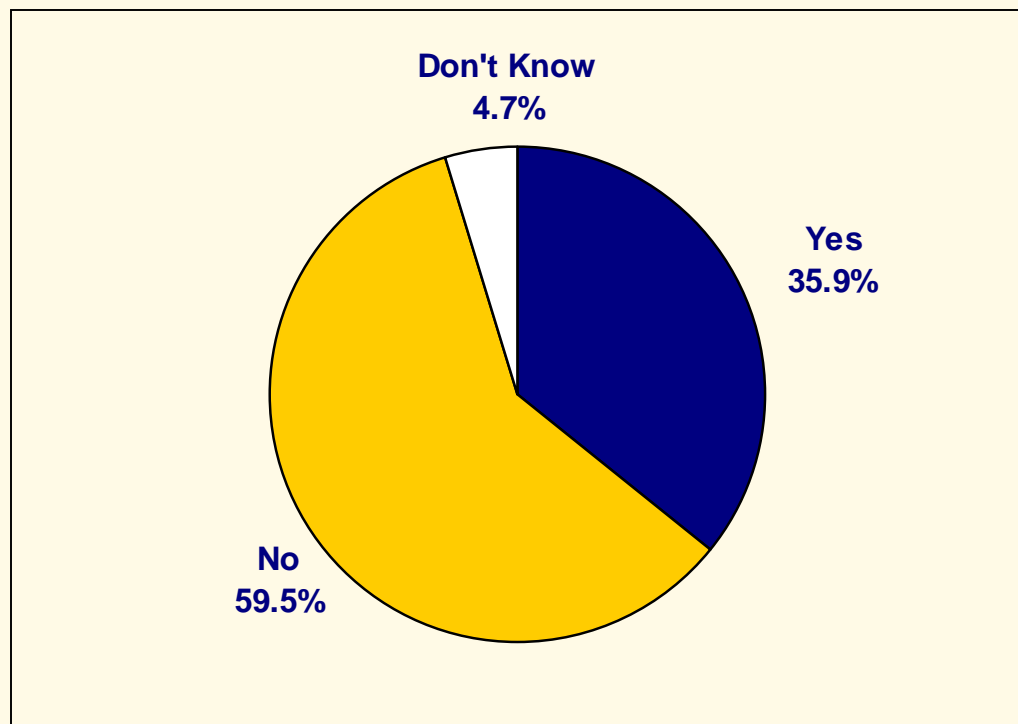


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=3101

Question 10:

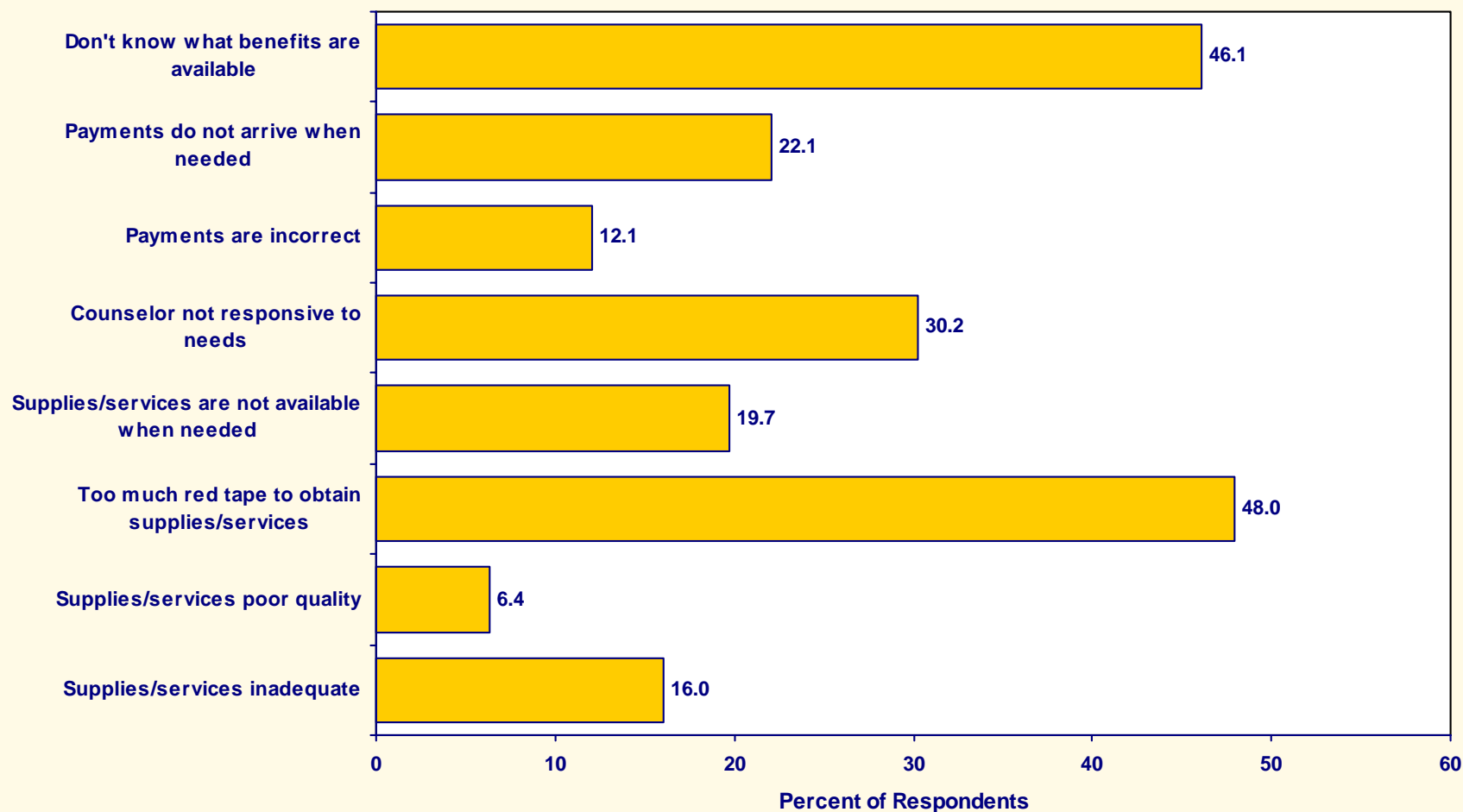
Have you found anything to be difficult about obtaining any of the benefits?



Valid n=3309

Question 11:

What specifically do you find to be difficult about obtaining any of these benefits?

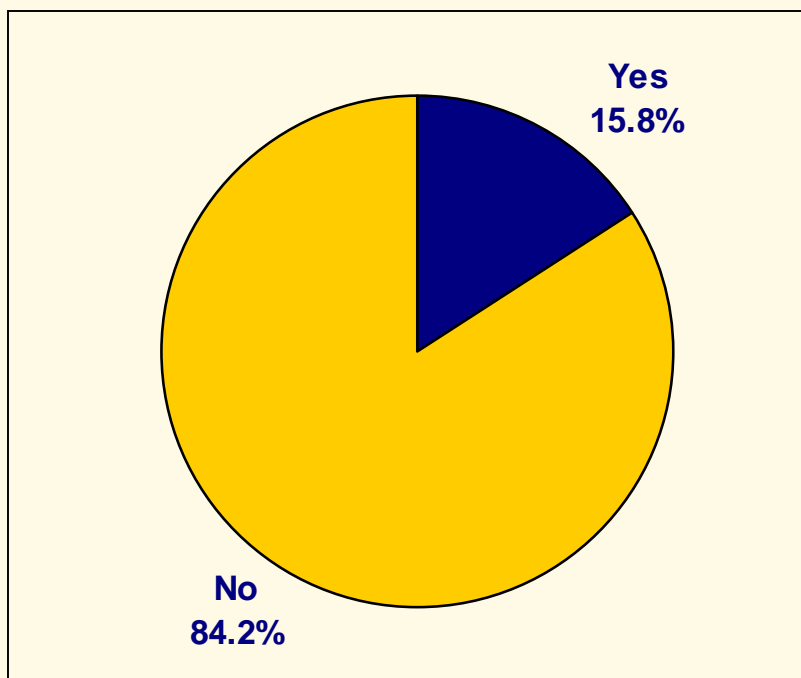


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=1179

Question 12:

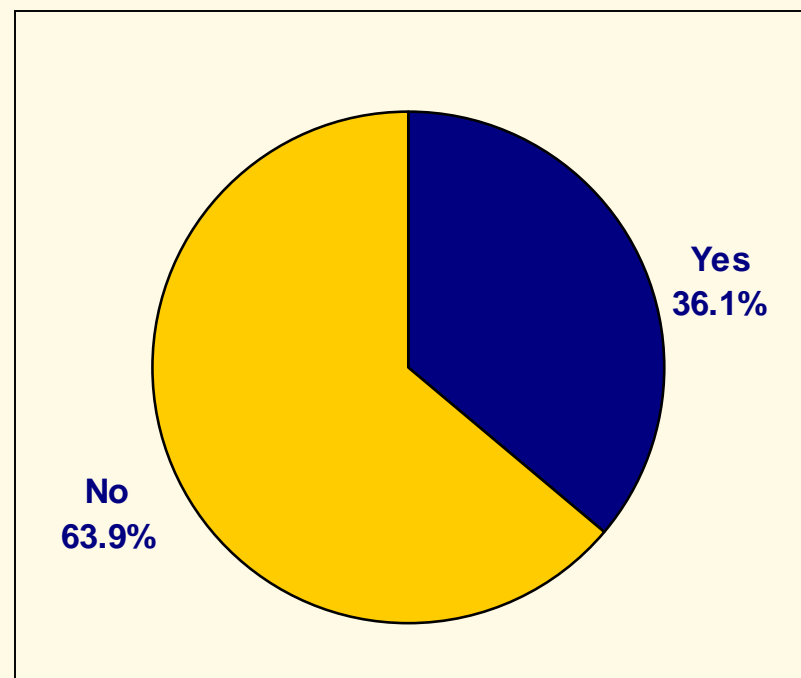
Have you ever had to borrow or pay out-of-pocket expenses in order to ENROLL or stay enrolled in training or education BECAUSE VA DID NOT PROVIDE PAYMENTS ON TIME?



Valid n=3291

Question 13:

Have you ever had to borrow or pay out-of-pocket expenses in order to obtain needed SUPPLIES or benefits BECAUSE VA DID NOT PROVIDE THEM WHEN NEEDED?



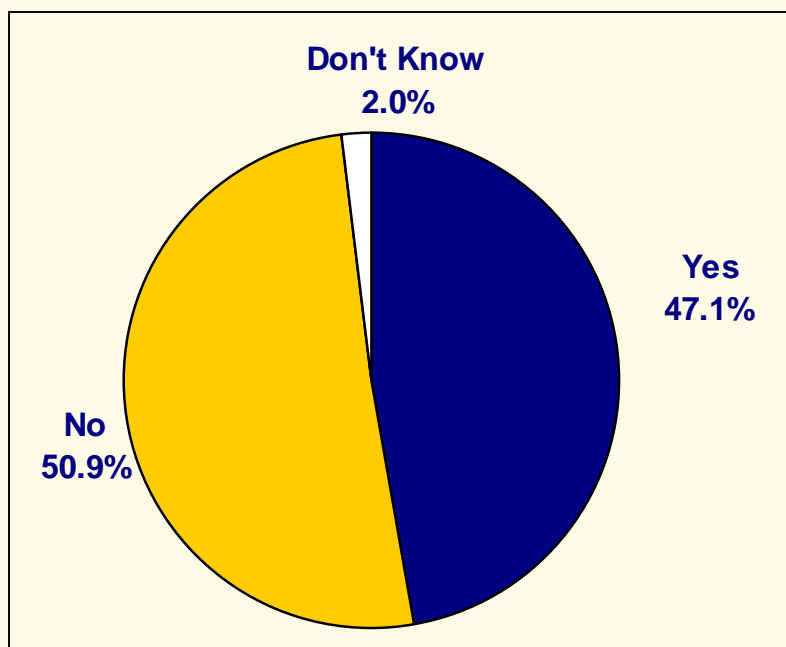
Valid n=3286

Survey Findings: Relationship With Counselor

Relationship With Counselor

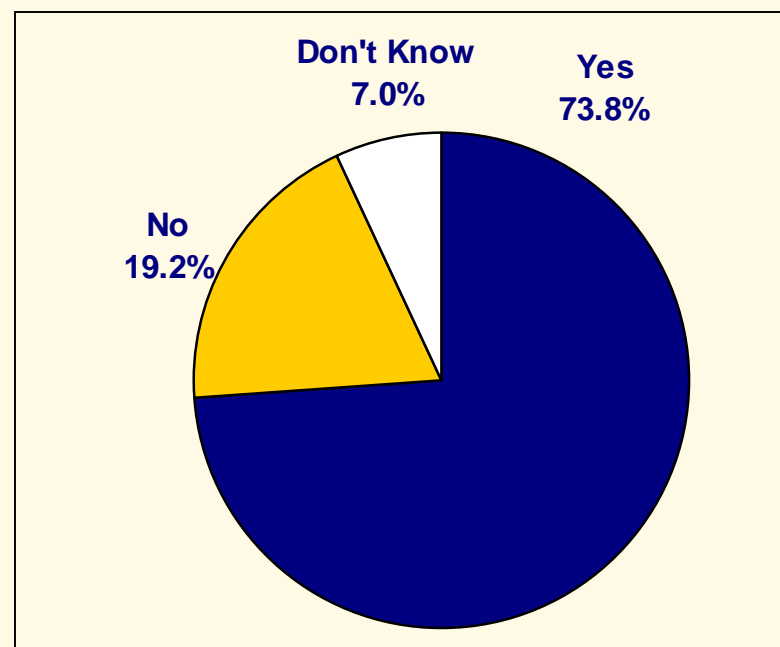
28

Question 14:
Have you had the same counselor since you developed your vocational rehabilitation plan for services?



Valid n=3321

Question 15:
Do you have a clear understanding of the respective responsibilities and obligations of yourself and your counselor?



Valid n=3320

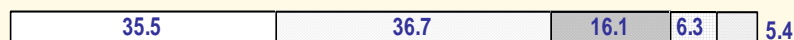
Relationship With Counselor

29

Questions 16-25:

☐ Strongly Agree ☐ Agree ☐ Neither ☐ Disagree ☐ Strongly Disagree

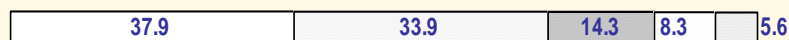
Q16: Your counselor gives you good information and advice.



Q17: Your counselor is knowledgeable regarding VA's vocational rehabilitation program.



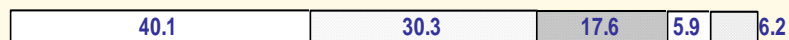
Q18: Your counselor has provided assistance according to your individual needs.



Q19: When your counselor makes a decision regarding your program, the reason for the decision is clearly explained.



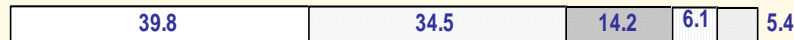
Q20: Your counselor shows a caring and compassionate attitude toward you.



Q21: Your counselor shows genuine interest in your progress.



Q22: Your counselor has a communication style that is easy to understand.



Q23: Your counselor is responsive to your needs.



Q24: Your counselor listens to your feelings and concerns.



Q25: Your counselor is available when needed.

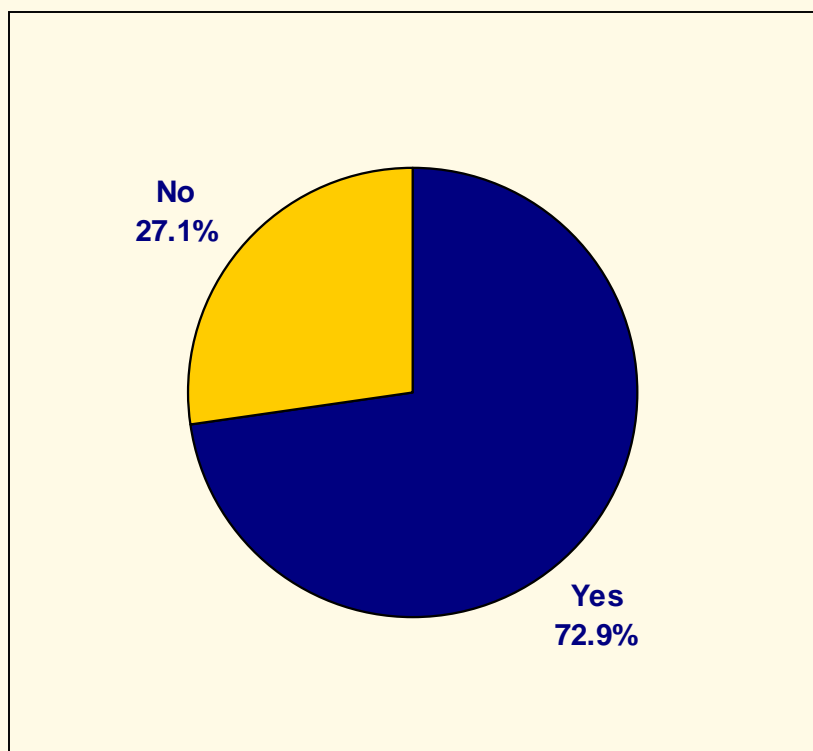


Percent of Respondents

Note:
Responses
of "Not
Applicable"
are not
included in
the analysis.

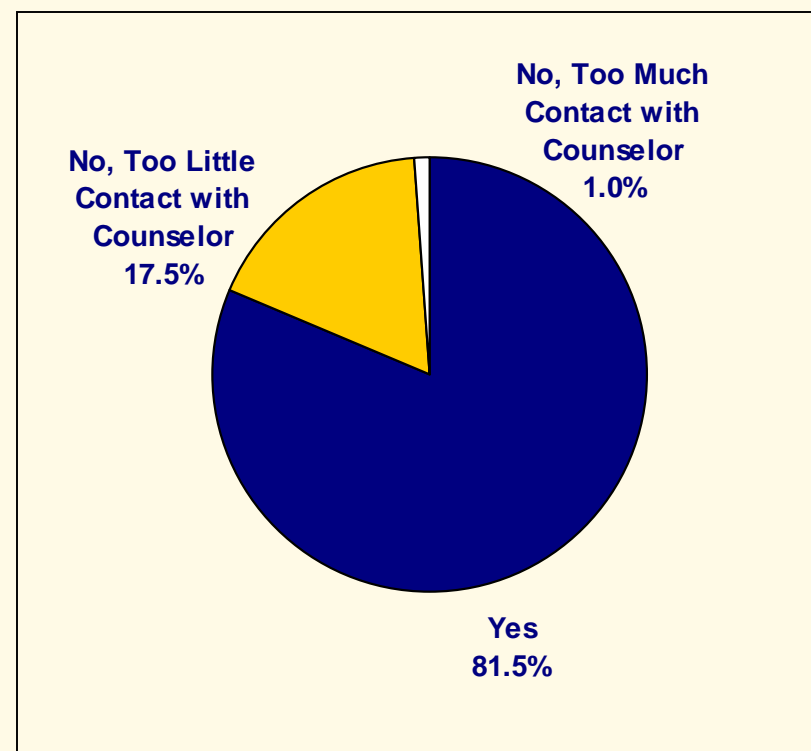
Survey Findings: Contact With Counselor

Question 26:
Do you have scheduled in-person meetings with your counselor?



Valid n=3319

Question 27:
Are the number and length of these sessions adequate to meet your counseling needs?

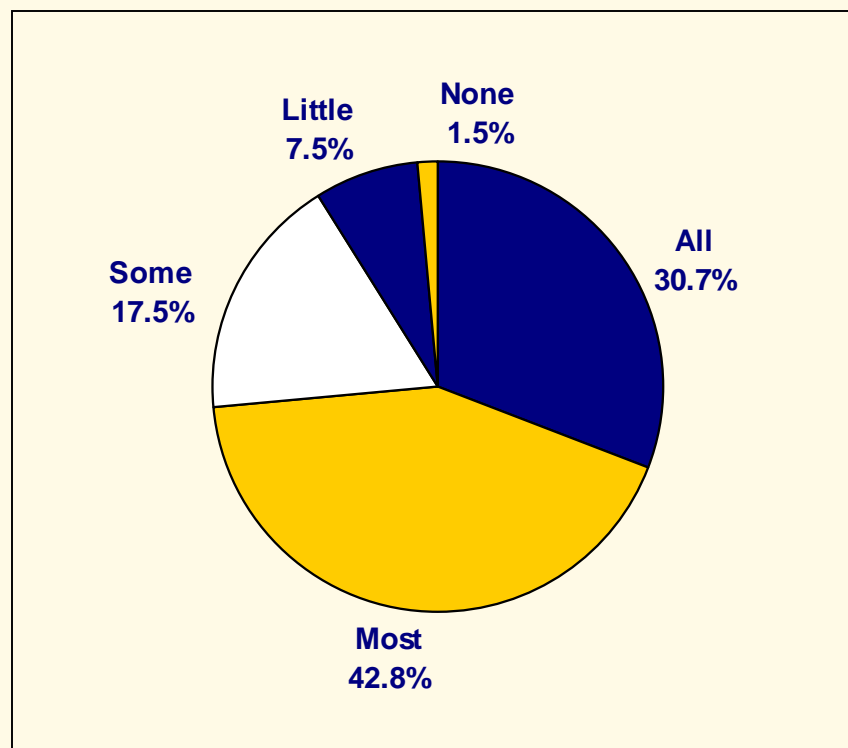


Valid n=2414

Contact With Counselor

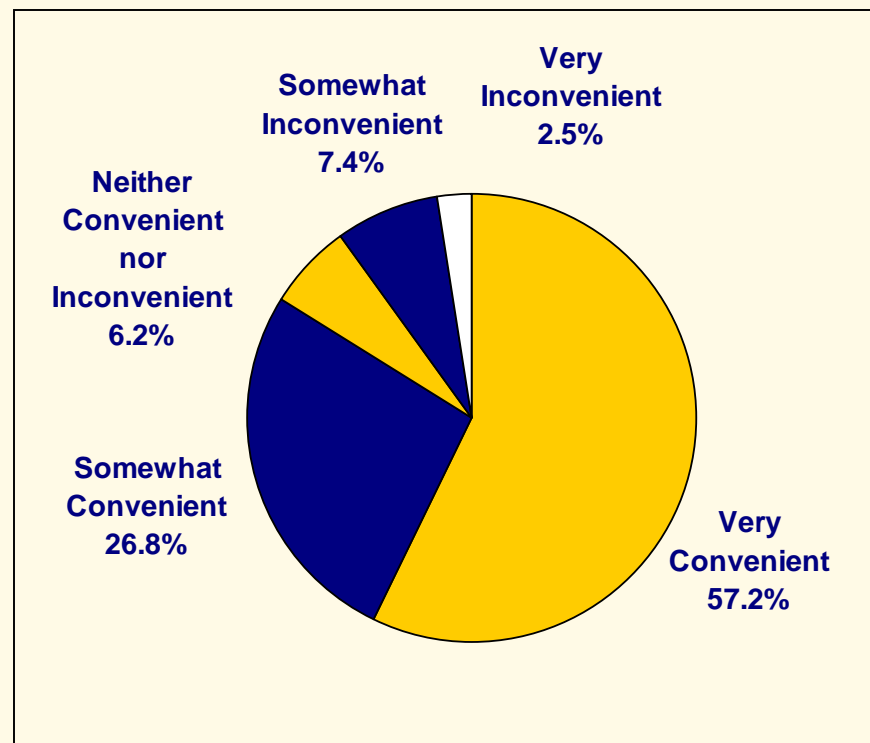
32

Question 28:
In general, how much of what you **NEEDED TO KNOW** did you get from these meetings?



Valid n=2425

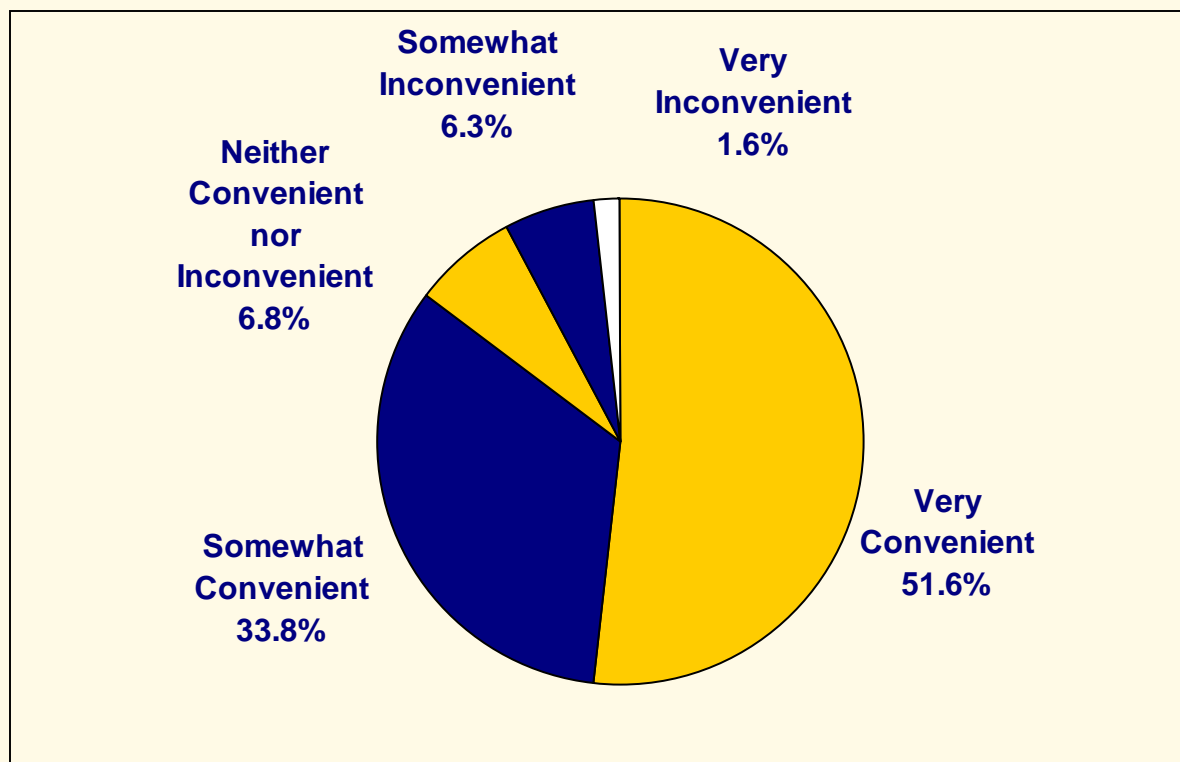
Question 29:
How convenient is the **LOCATION** where these meetings are held?



Valid n=2426

Question 30:

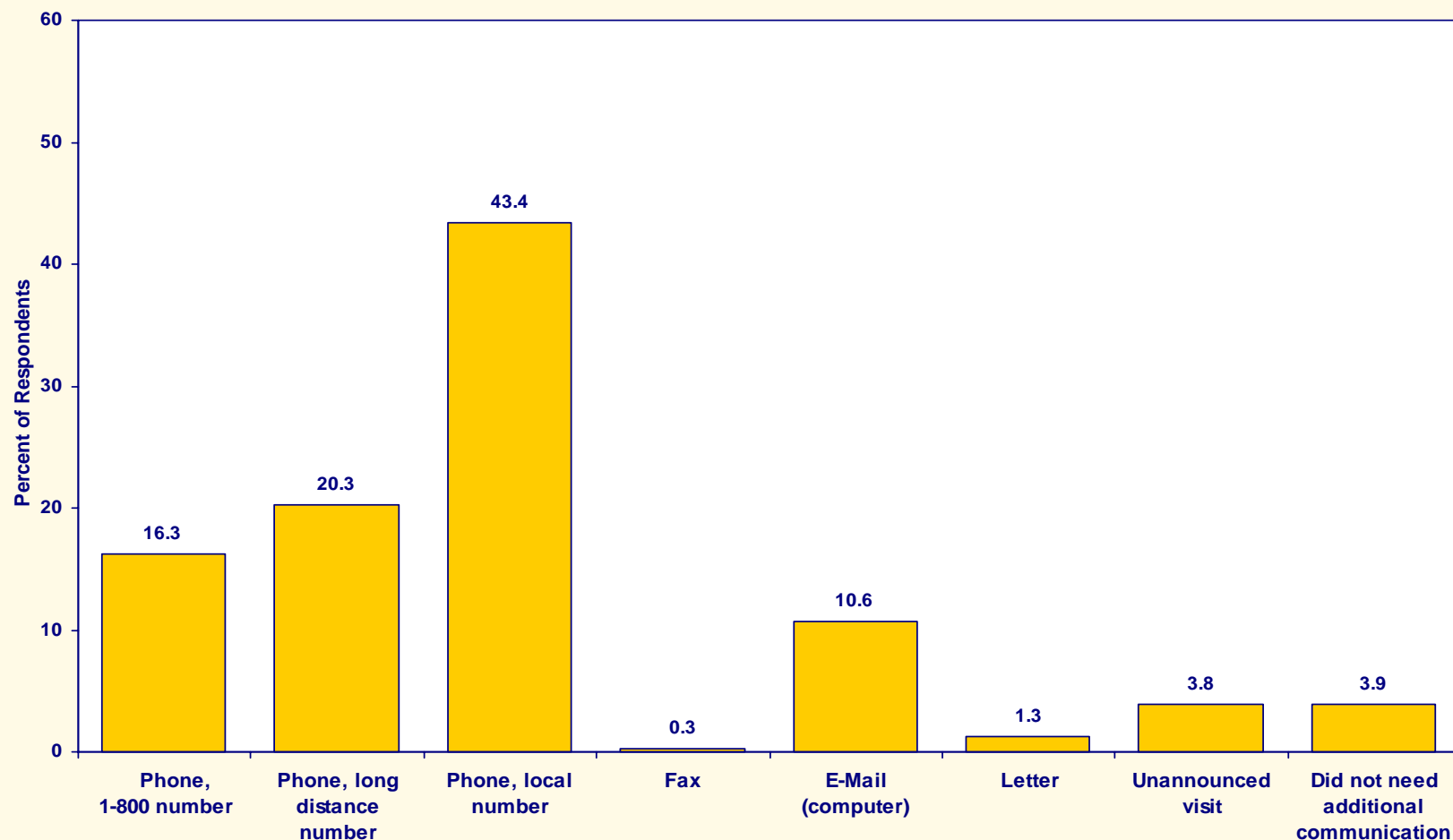
In general, how convenient is the TIME scheduled for these meetings?



Valid n=2427

Question 31:

Aside from scheduled visits, what is the PRIMARY method you use to contact your counselor?



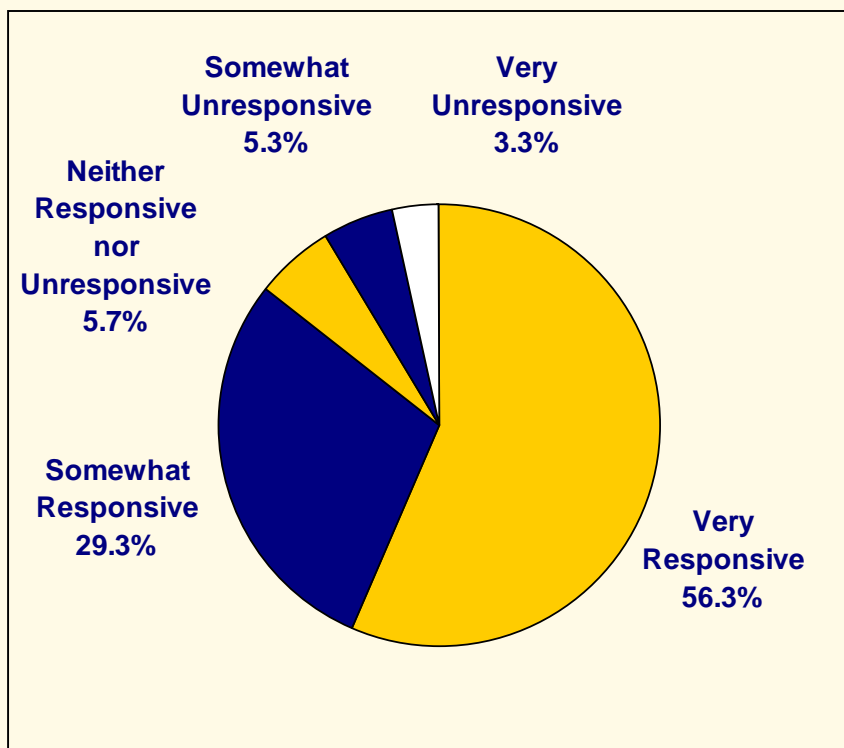
Valid n=3012

Contact With Counselor

35

Question 32:

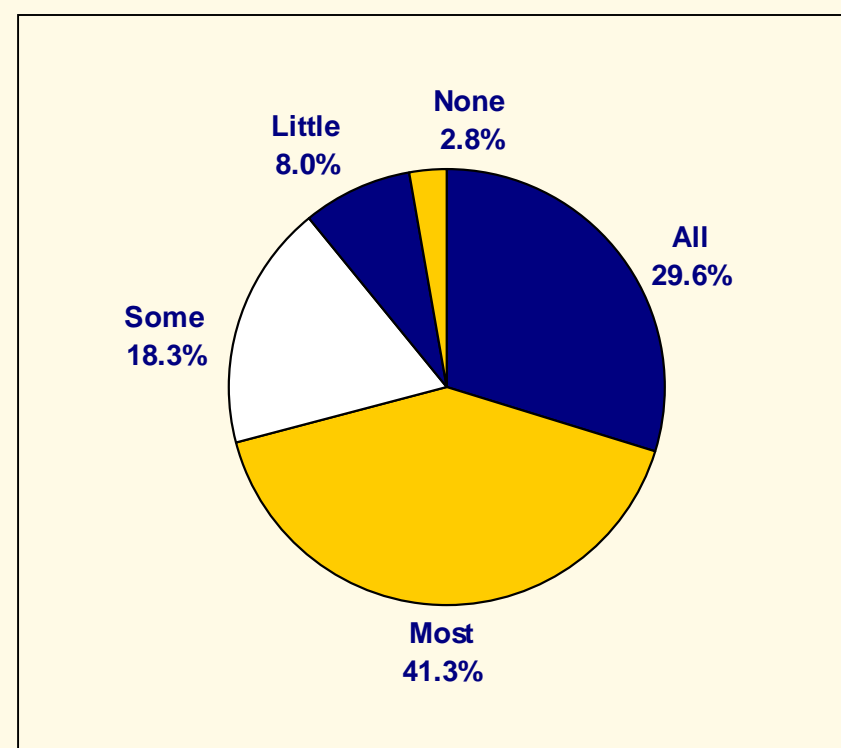
How responsive was your counselor to your contact through this method?



Valid n=3186

Question 33:

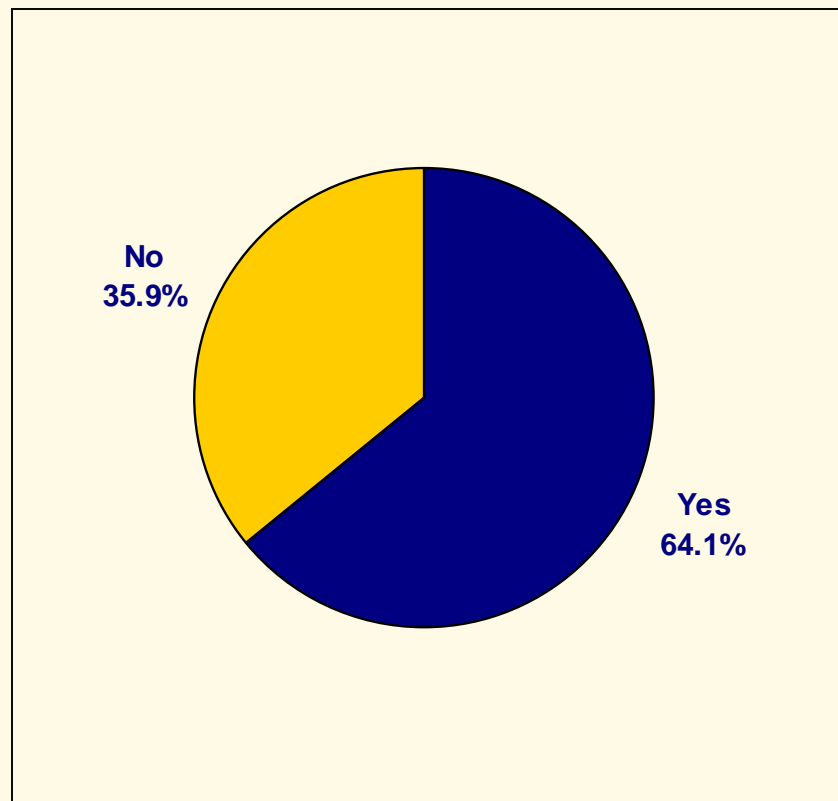
In general, how much of what you NEEDED TO KNOW did you get from this method of contact?



Valid n=3189

Question 34:

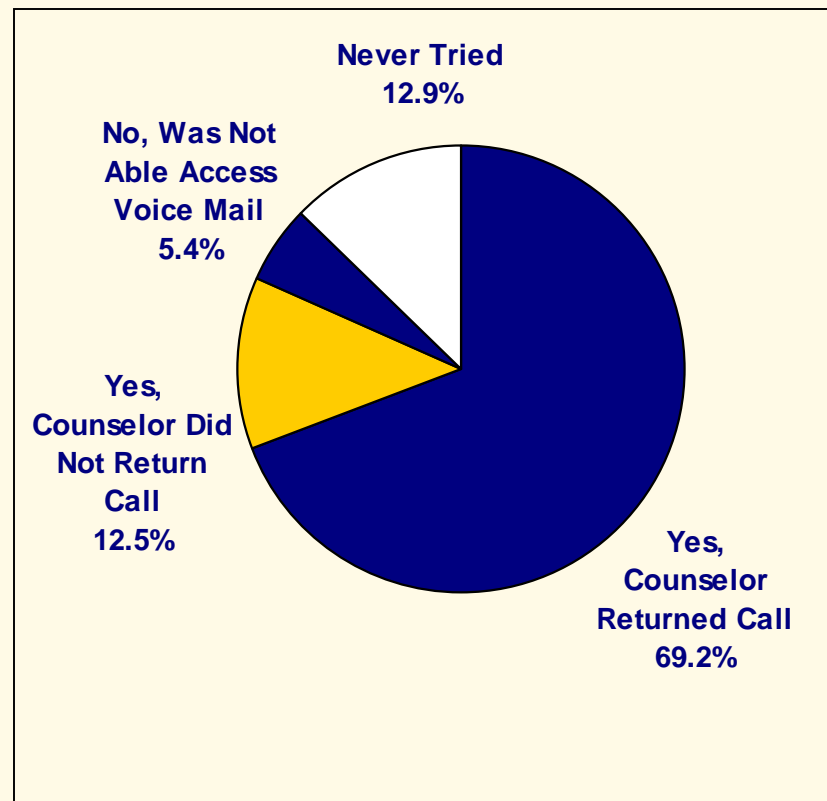
Were you generally able to get the information you needed on the first call or contact?



Valid n=3187

Question 35:

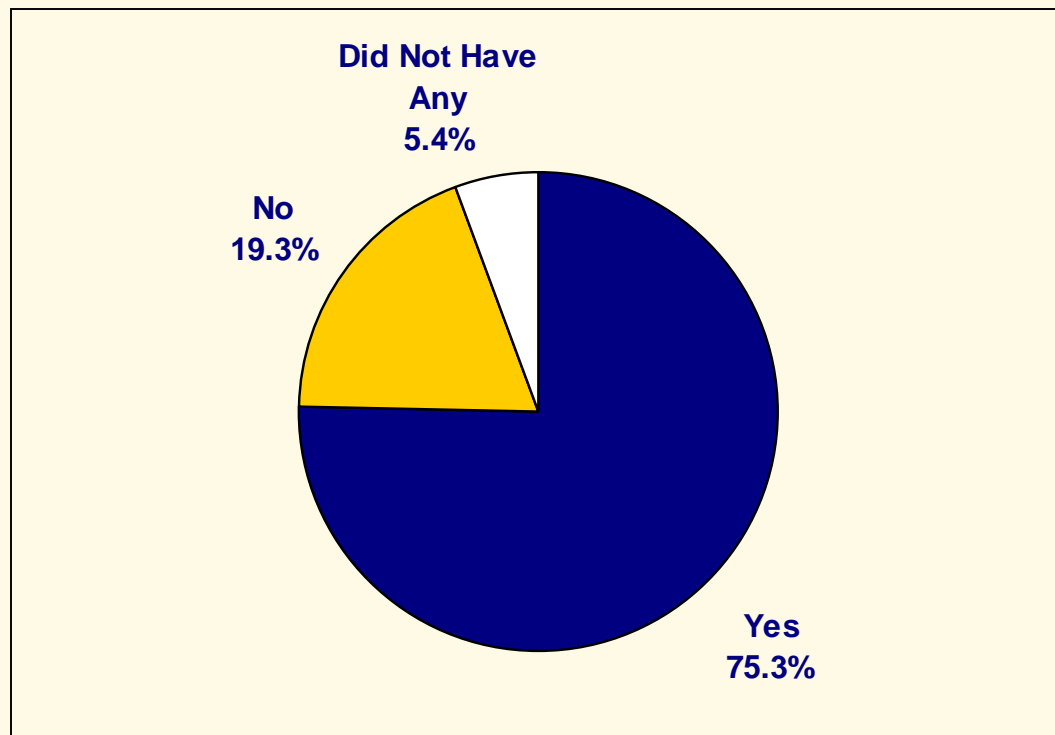
Were you able to access voice mail in order to leave your counselor a message?



Valid n=3182

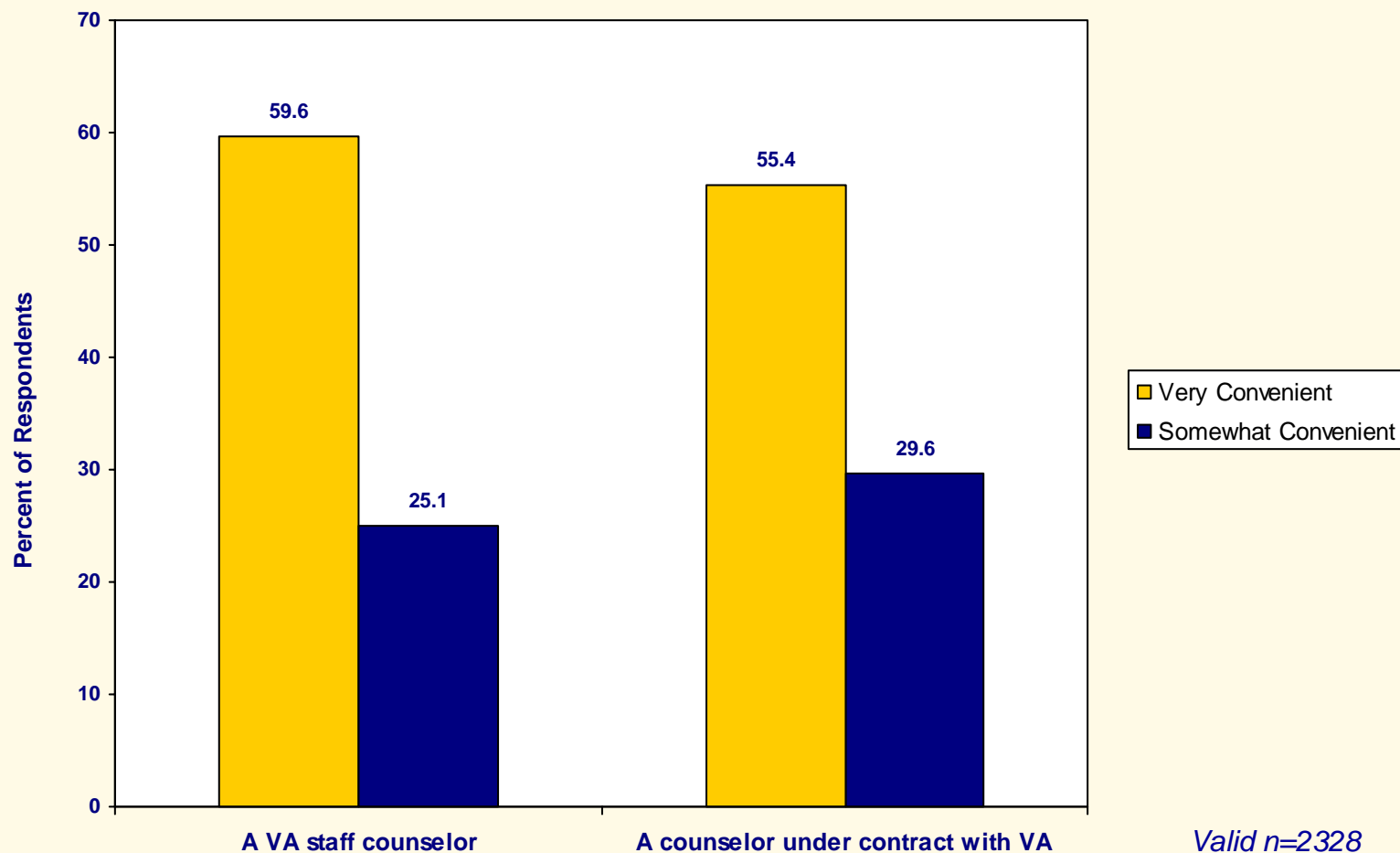
Question 36:

Does your counselor fully address all your questions, concerns, or complaints?



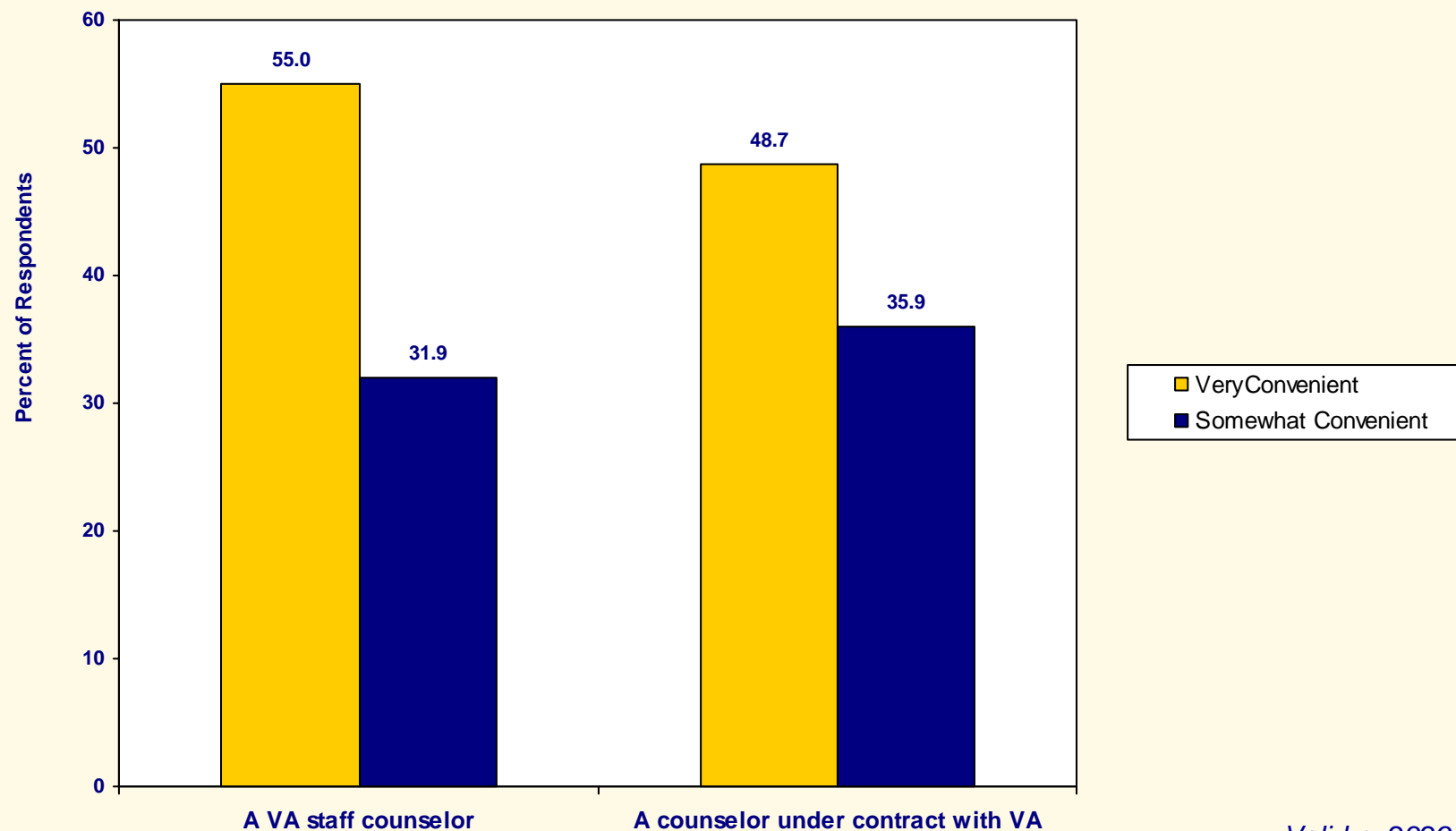
Valid n=3299

Question 29 by Question 4:
Convenience of location for in-person meetings by type of counselor during this phase of program.



Question 30 by Question 4:

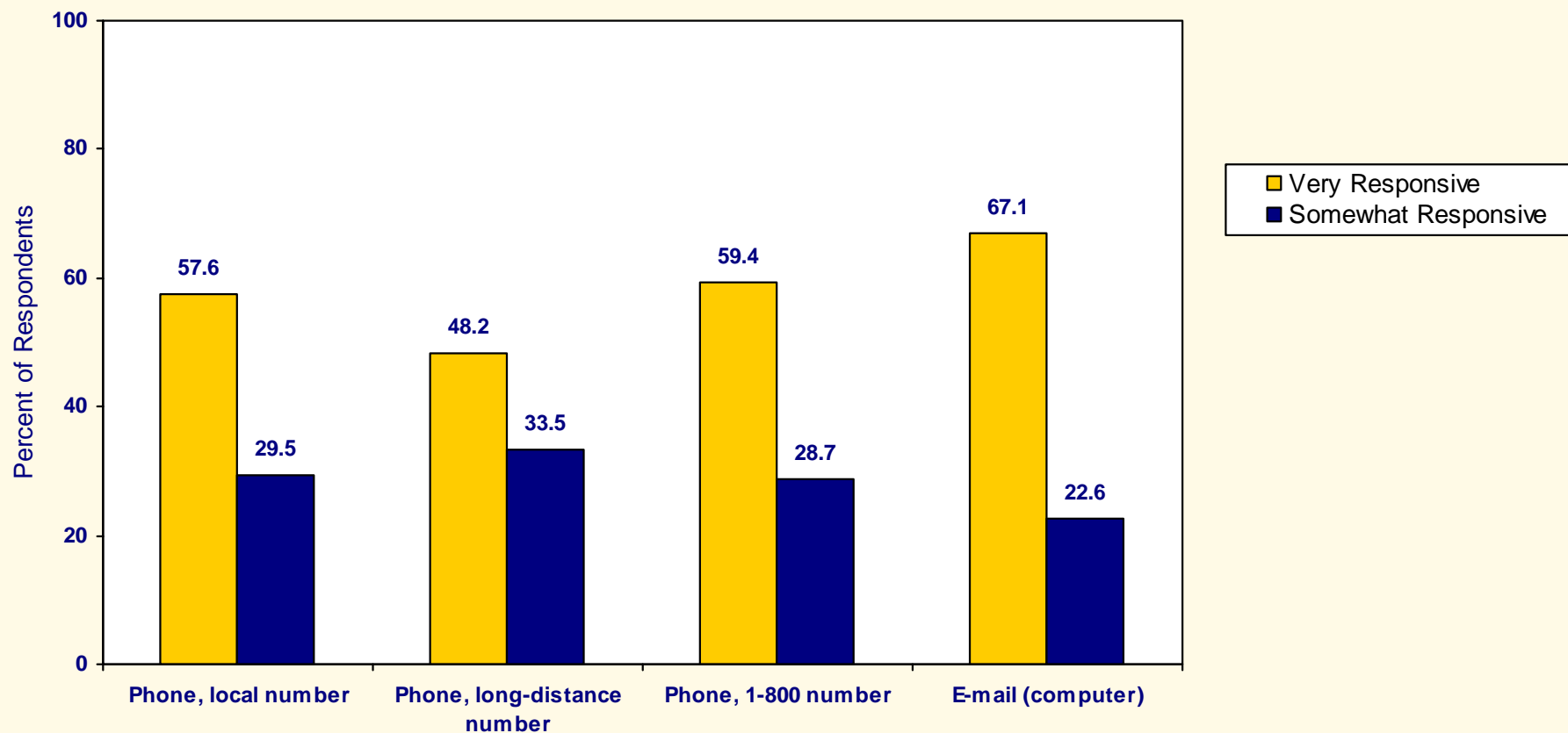
Convenience of time scheduled for in-person meetings by type of counselor during this phase of program.



Valid n=2329

Question 31 by Question 32:

Responsiveness of counselor by primary method of contact, aside from scheduled visits.

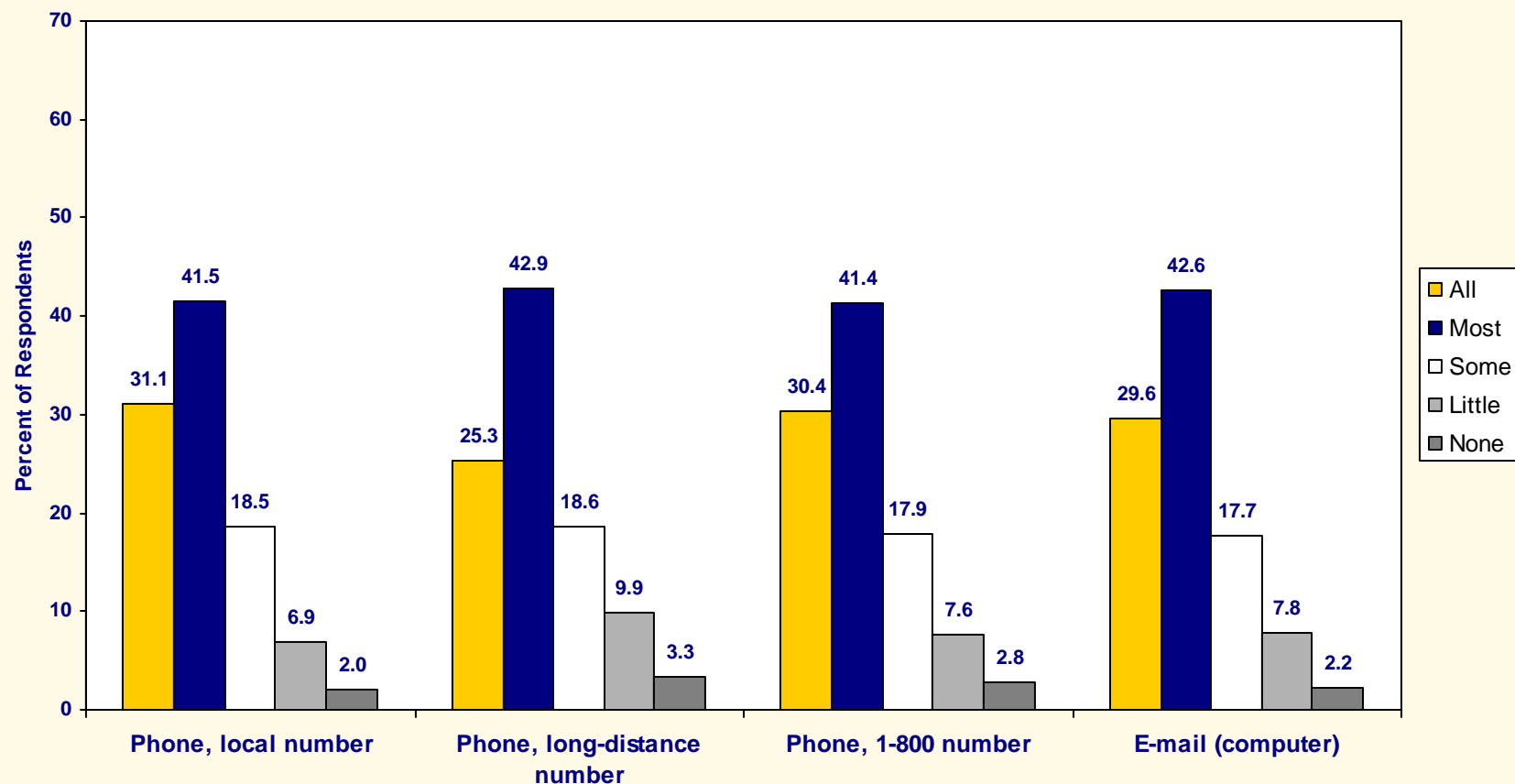


Note: The chart presents data on the 4 most frequently reported methods of contact, aside from scheduled visits.

Valid n=2888

Question 31 by Question 33:

Amount of needed information obtained by primary method of contact, aside from scheduled visits.



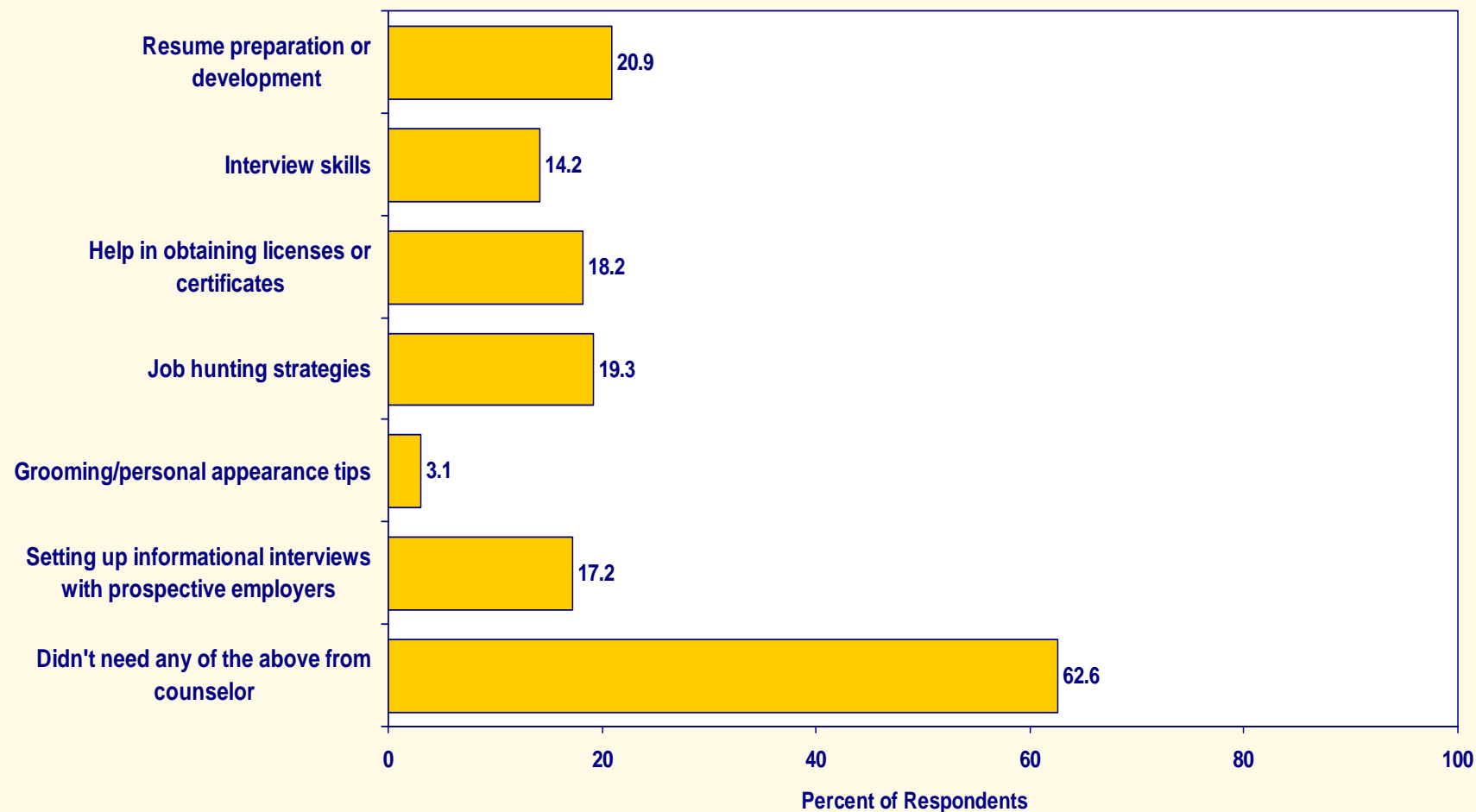
Note: The chart presents data on the 4 most frequently reported sources of information, aside from scheduled visits.

Valid n=2887

Survey Findings: Employment Services

Question 37:

Which of the following types of employment services did you need?

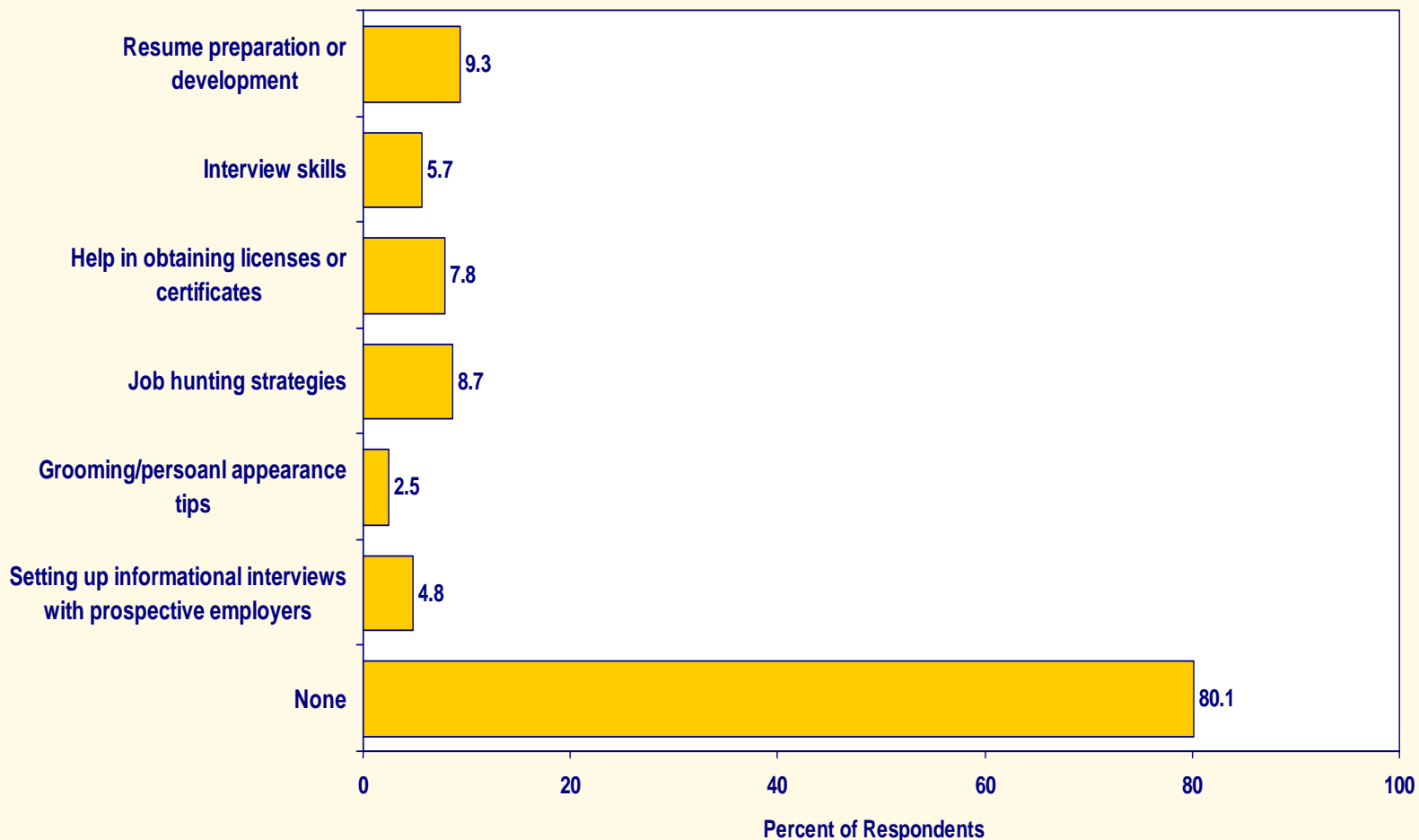


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=3159

Question 38:

Which of the following types of employment services have you been provided?

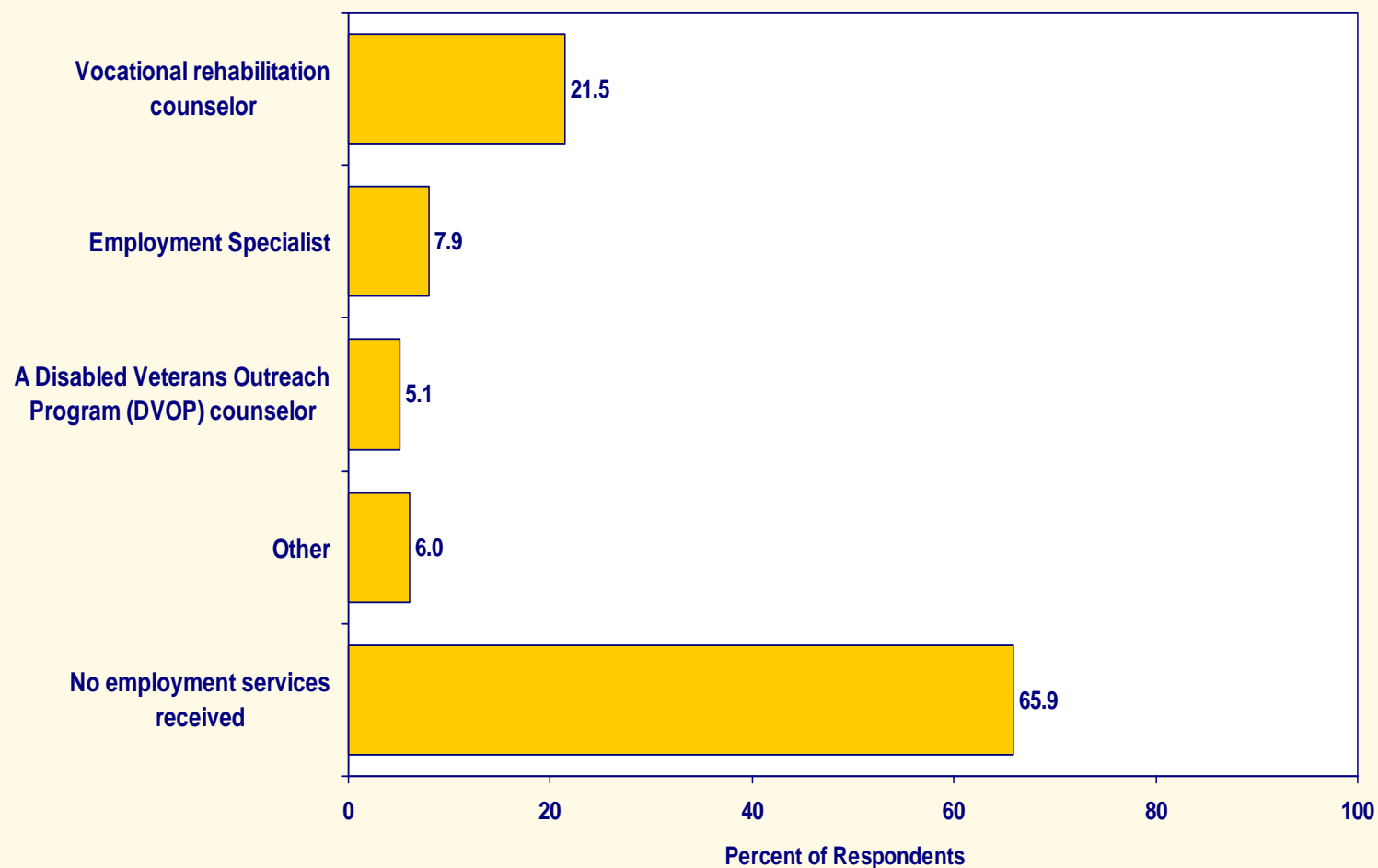


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=3208

Question 39:

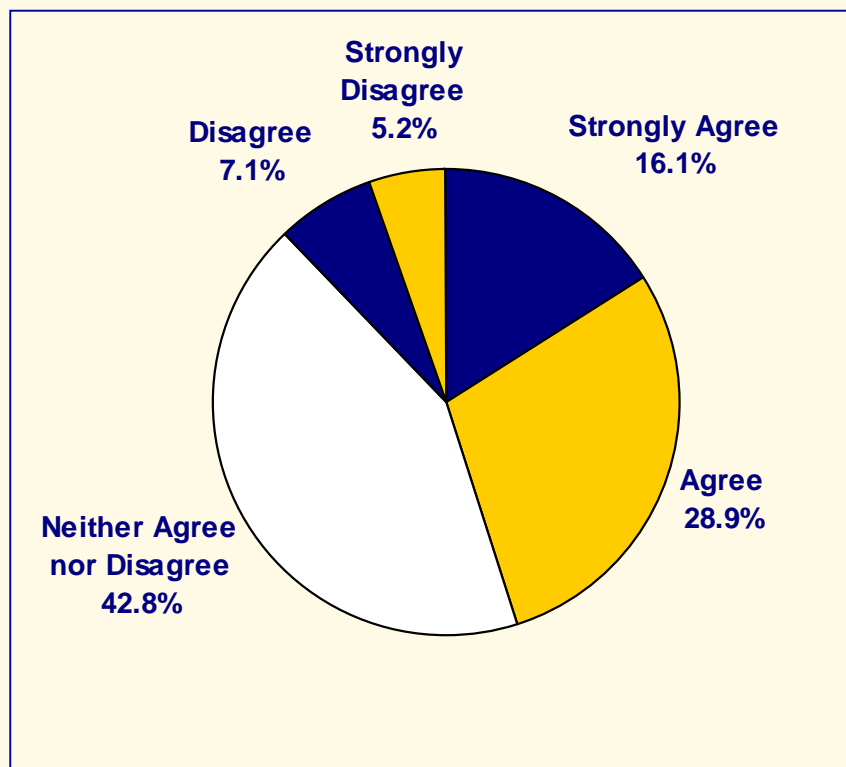
From which, if any, of the following have you received employment services?



Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=3197

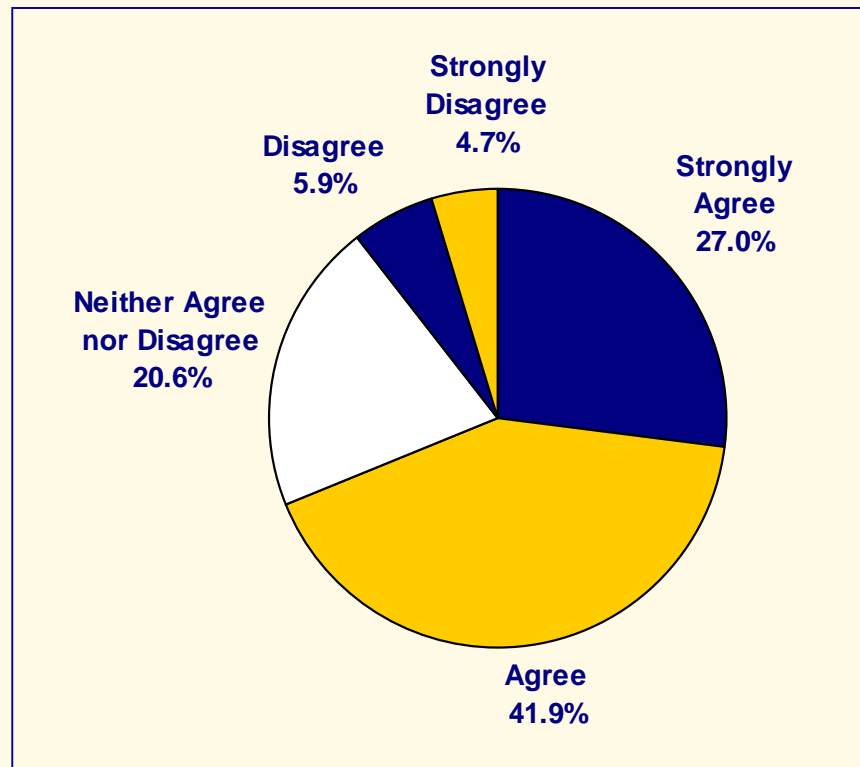
Question 40:
Your specialist/counselor(s) are knowledgeable regarding employment markets.



Valid n=2253

Note: Responses of "Not applicable" are not included in the analysis

Question 41:
Your specialist/counselor(s) understand your occupational/ vocational goals.

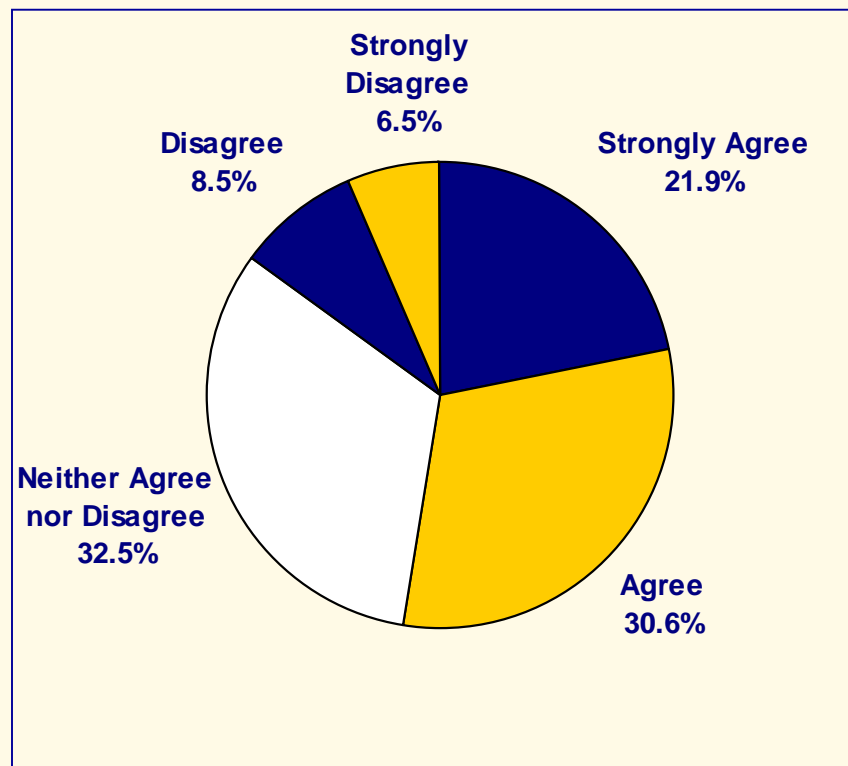


Valid n=2880

Note: Responses of "Not applicable" are not included in the analysis

Question 42:

Your specialist/counselor(s) help you focus on your employment goal.

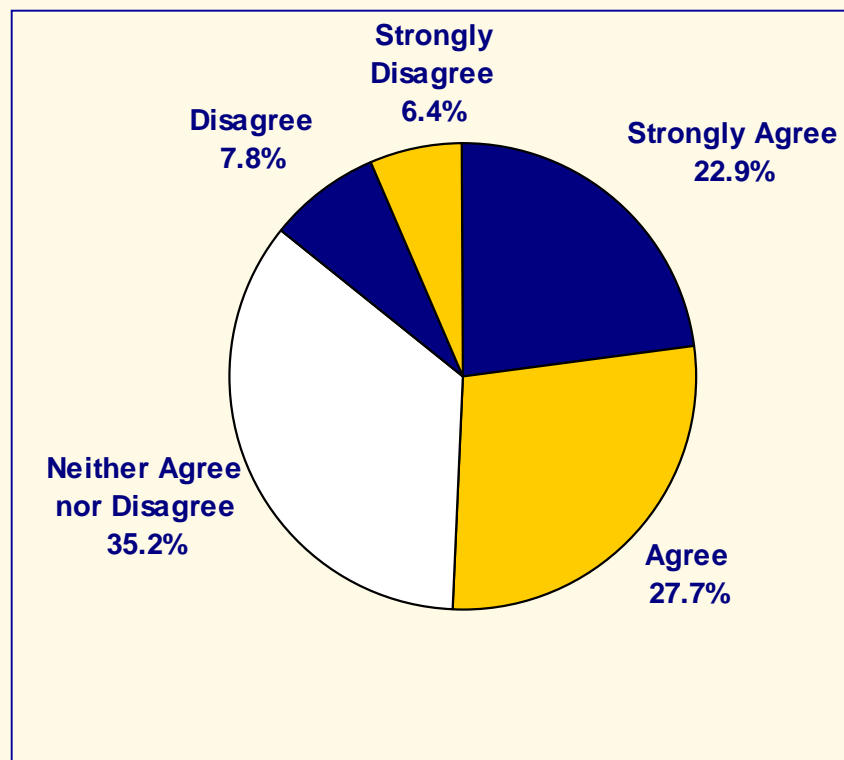


Valid n=2553

Note: Responses of "Not applicable" are not included in the analysis

Question 43:

Your specialist/counselor(s) are concerned about the quality of your job placement.

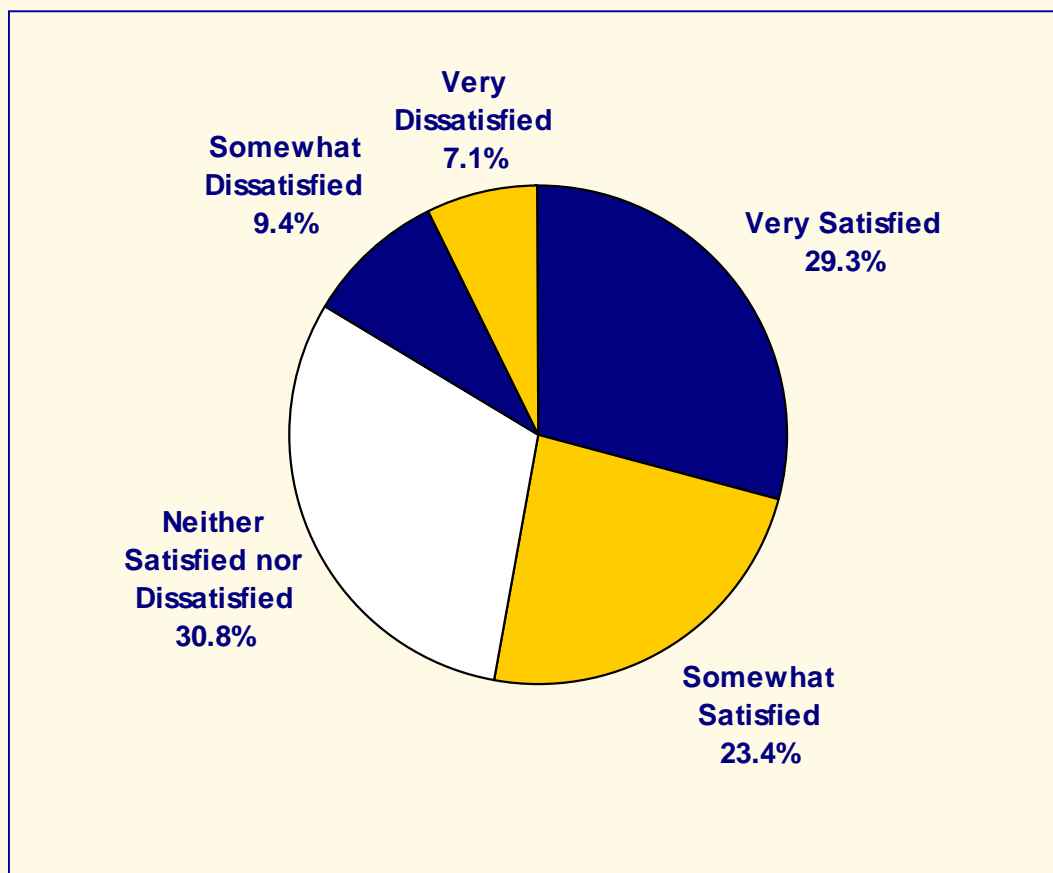


Valid n=2404

Note: Responses of "Not applicable" are not included in the analysis

Question 44:

How satisfied are you with the employment services you've received during your program?

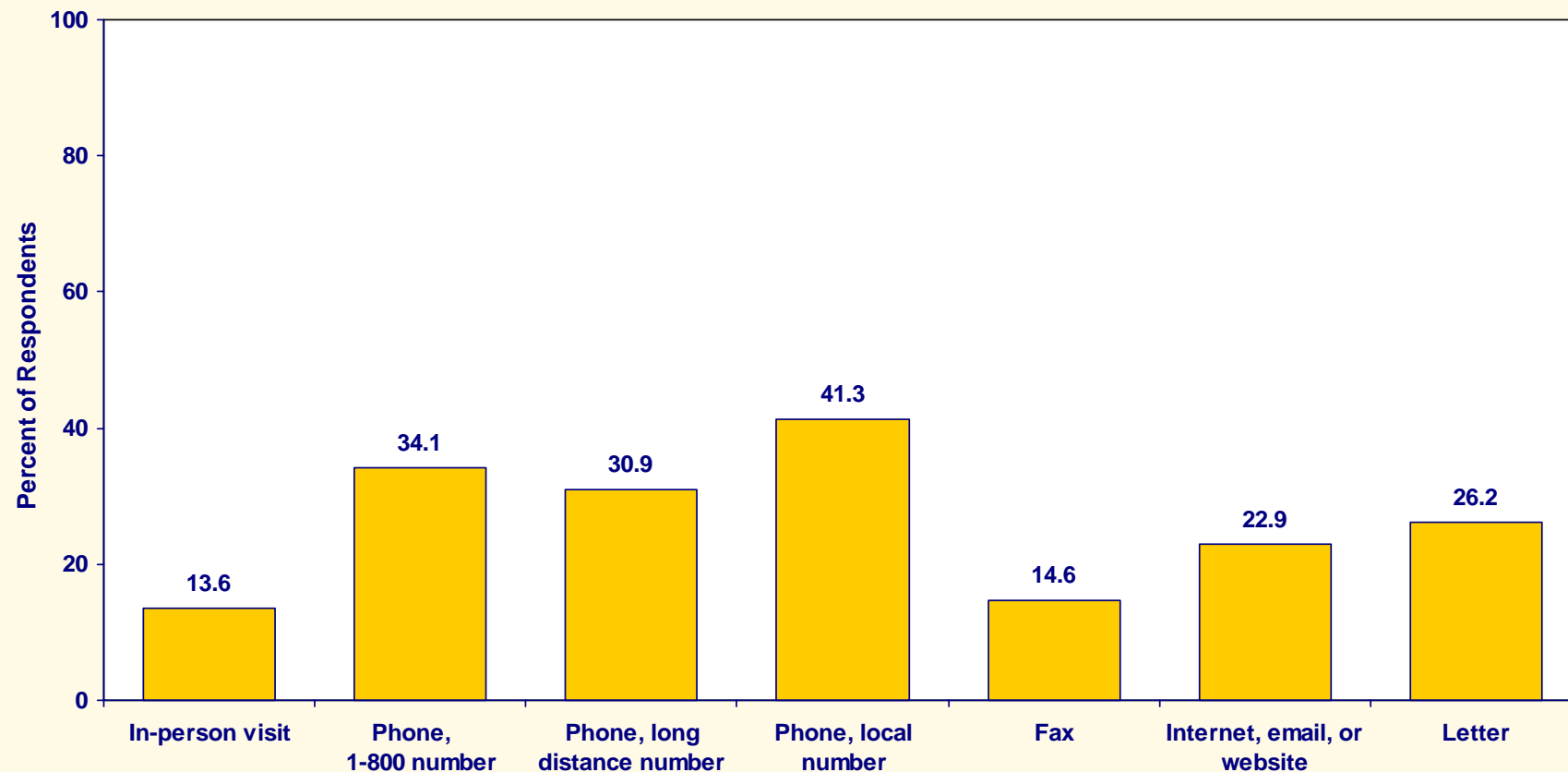


Valid n=1043

Survey Findings:
Access to the VR&E Program

Question 45:

Looking back to your contacts with the VR&E program thus far, which methods of contact did you EVER use?

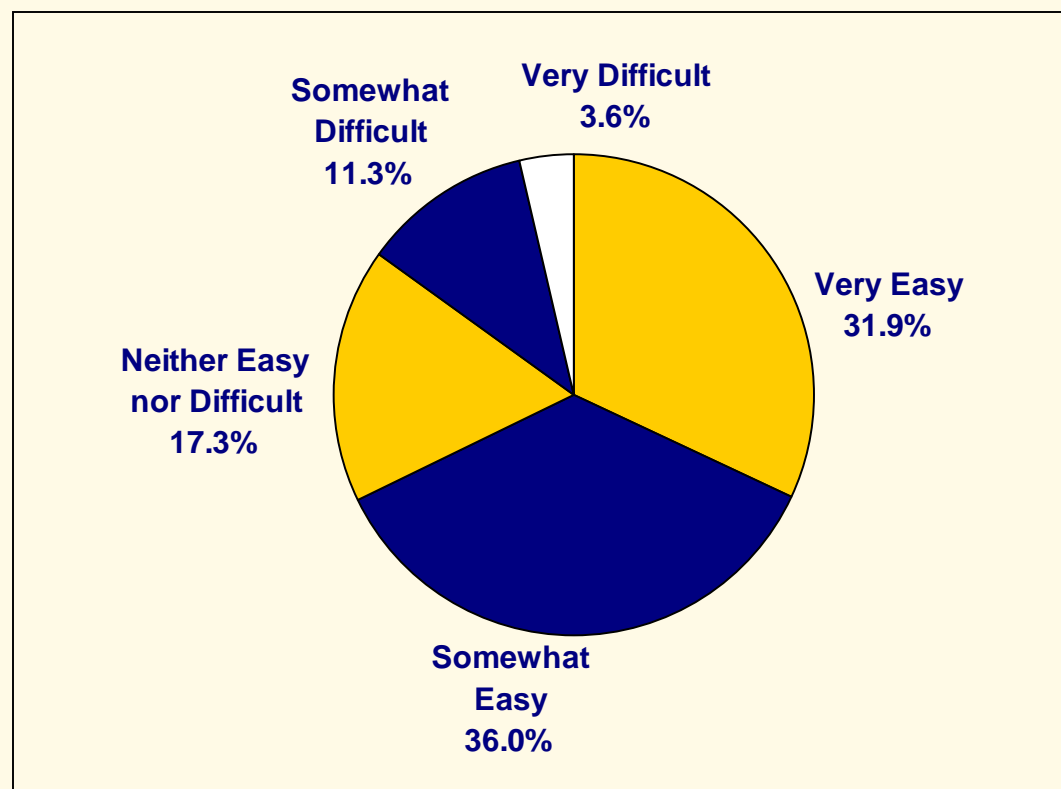


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=2615

Question 46:

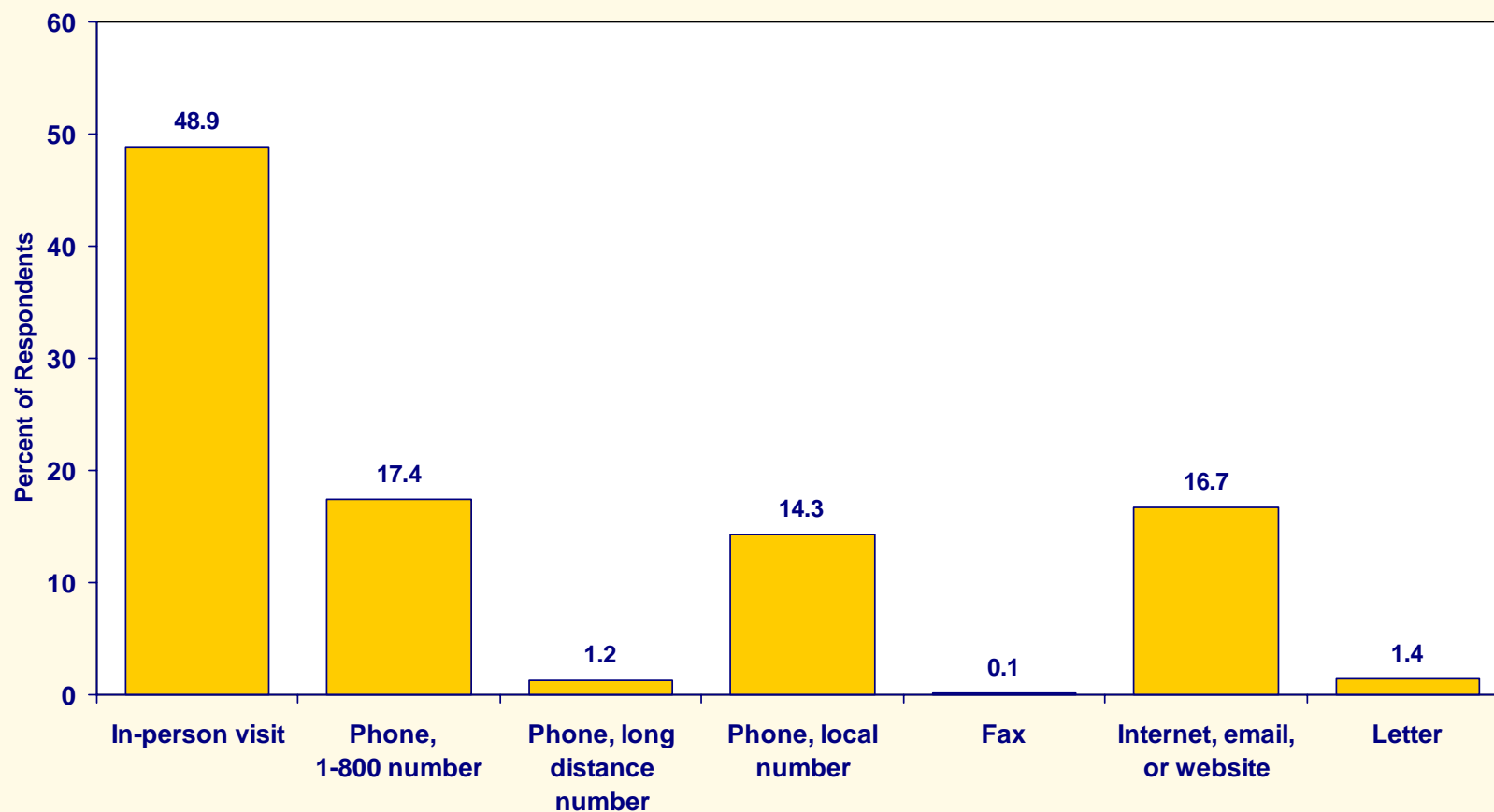
In general, how easy was it for you to obtain information from the VR&E program?



Valid n=3245

Question 47:

Which method of contact with the VR&E program would you prefer, if you could get the same degree of service?



Valid n=2845

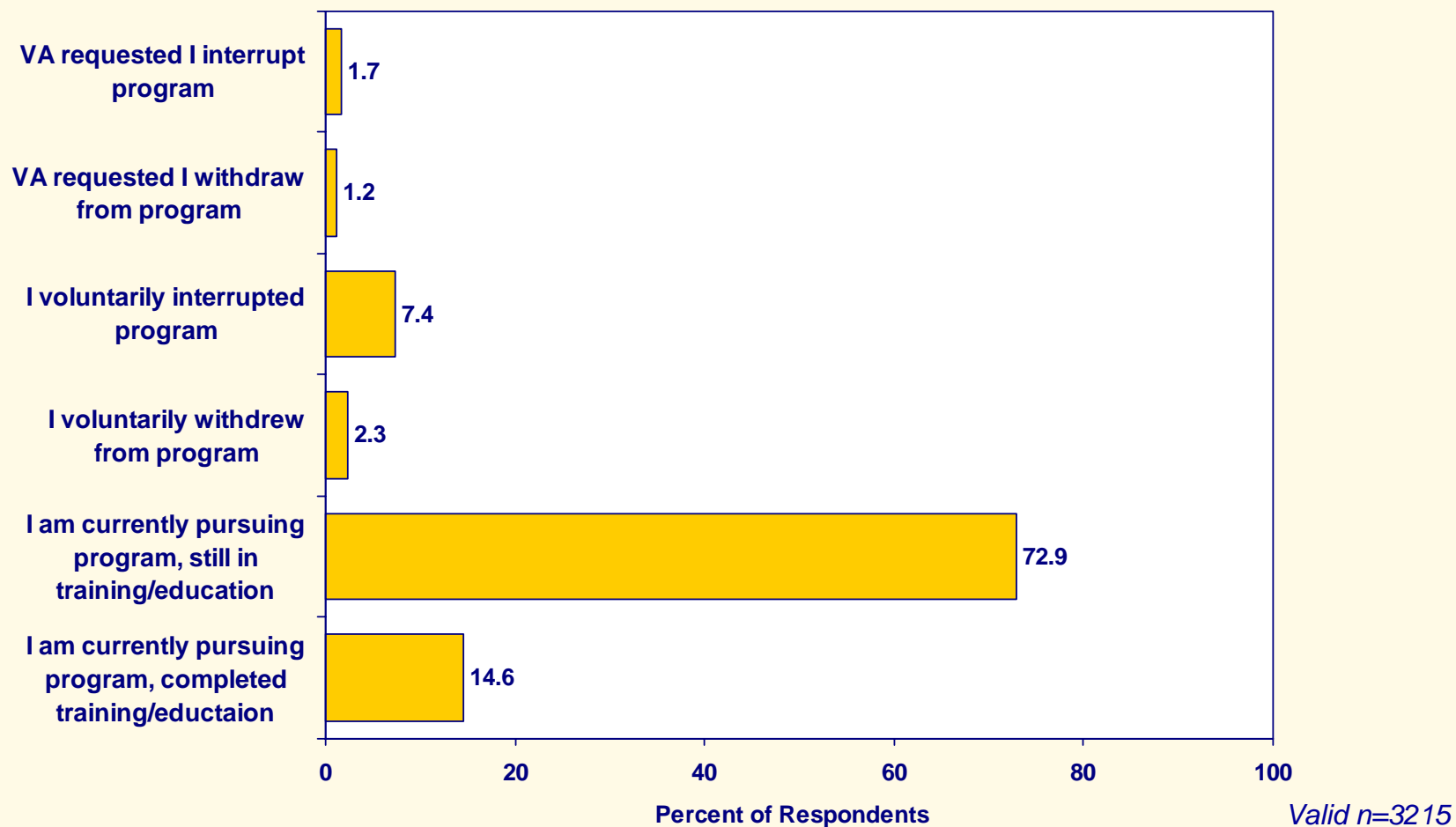
Survey Findings:
Current Status in the VR&E Program

Current Status in the VR&E Program

54

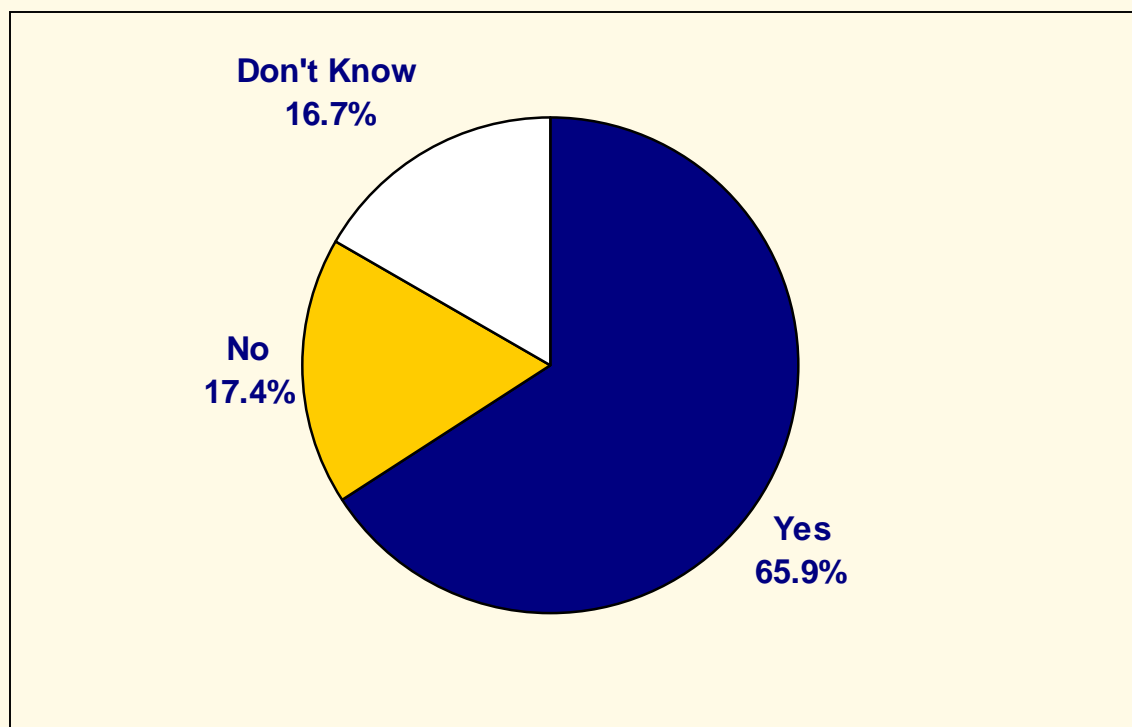
Question 48:

How would you best describe your **CURRENT** status with regard to the VA VR&E program?



Question 49:

Did VA tell you the reasons why you were interrupted or withdrawn from the program?



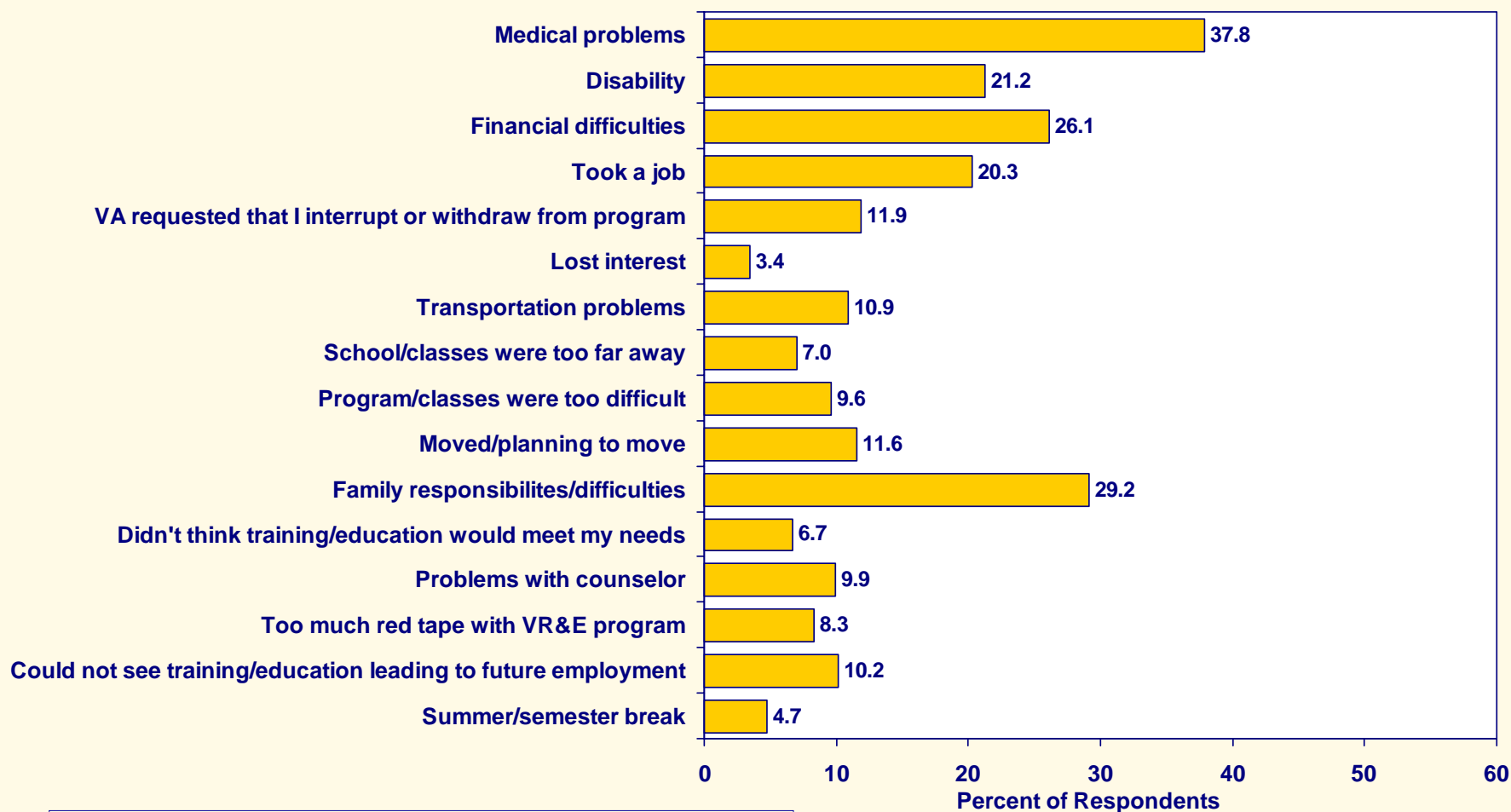
Valid n=103

Current Status in the VR&E Program

56

Question 50:

Why did you interrupt or withdraw from the training or education phase of your plan?



Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

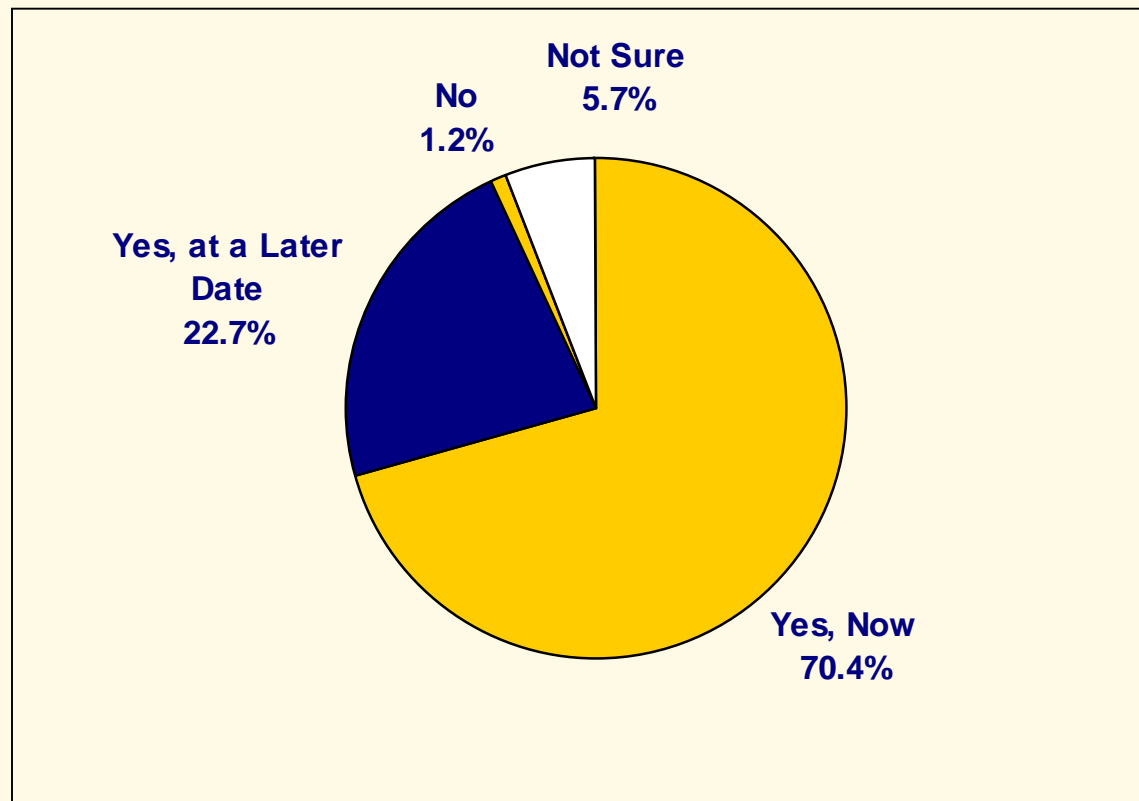
Valid n=412

Current Status in the VR&E Program

57

Question 51:

Do you plan to complete your rehabilitation program now or at a later date?



Valid n=3173

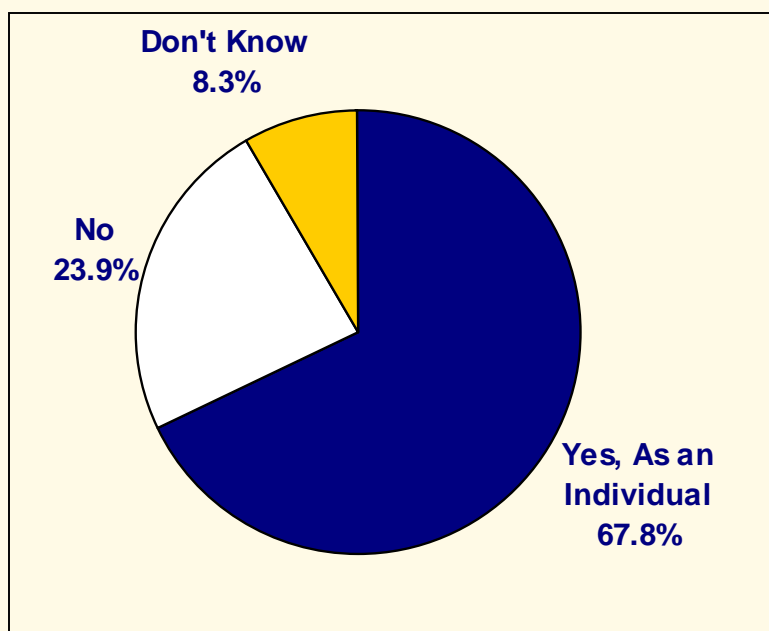
Overall Program Impressions

Overall Program Impressions

59

Question 52:

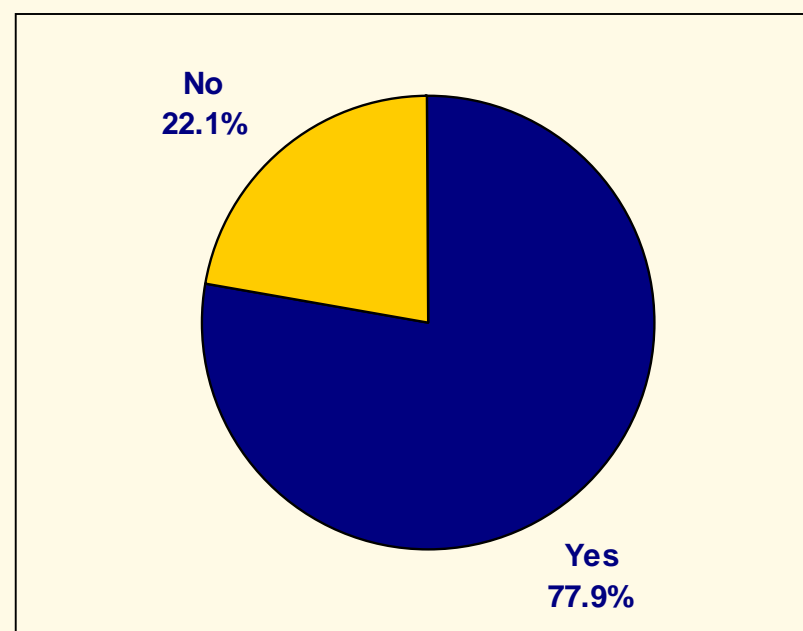
Do you feel that the VA Vocational Rehabilitation Program has treated you as an individual, not just a case to be managed?



Valid n=3314

Question 53:

Overall, has the REHABILITATION process reflected the courtesy, compassion, and respect you would expect as a veteran of the United States?



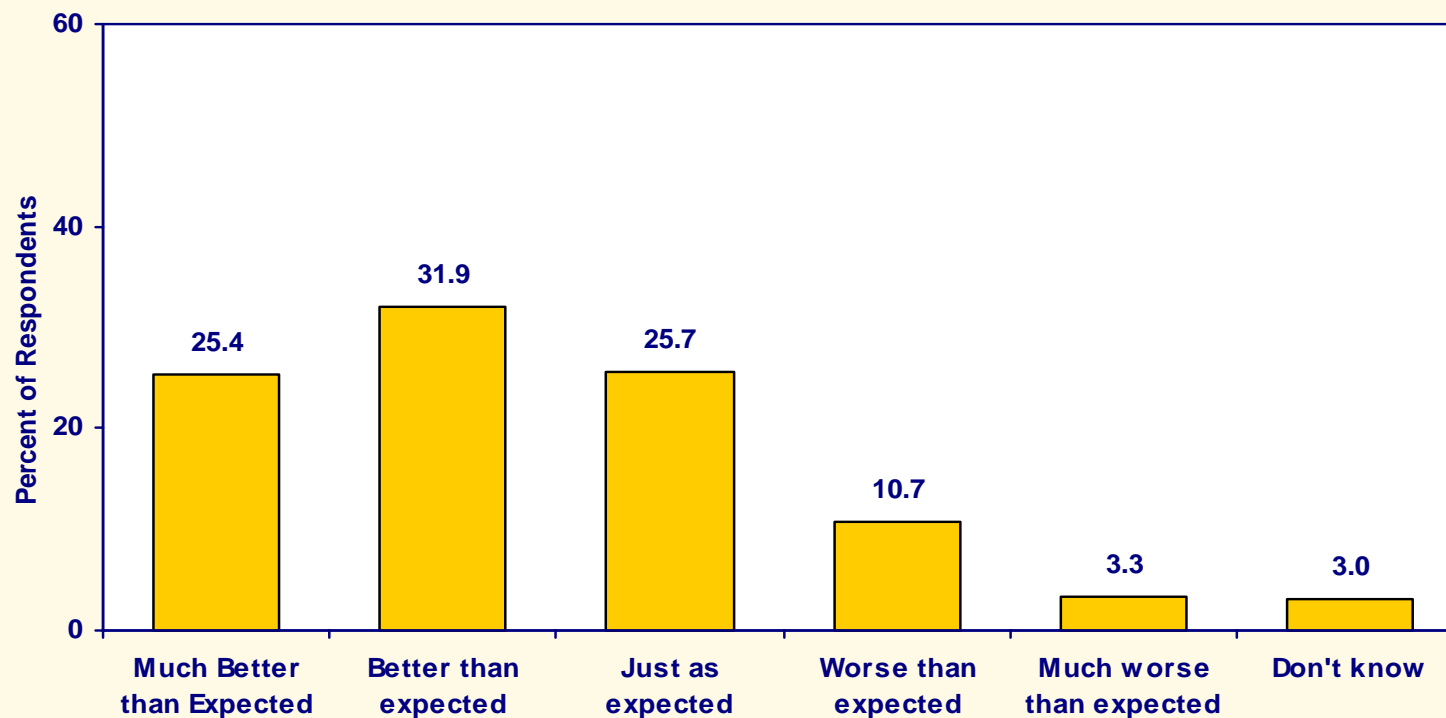
Valid n=3294

Overall Program Impressions

60

Question 54:

Thus far, how well has the program met your EXPECTATIONS?



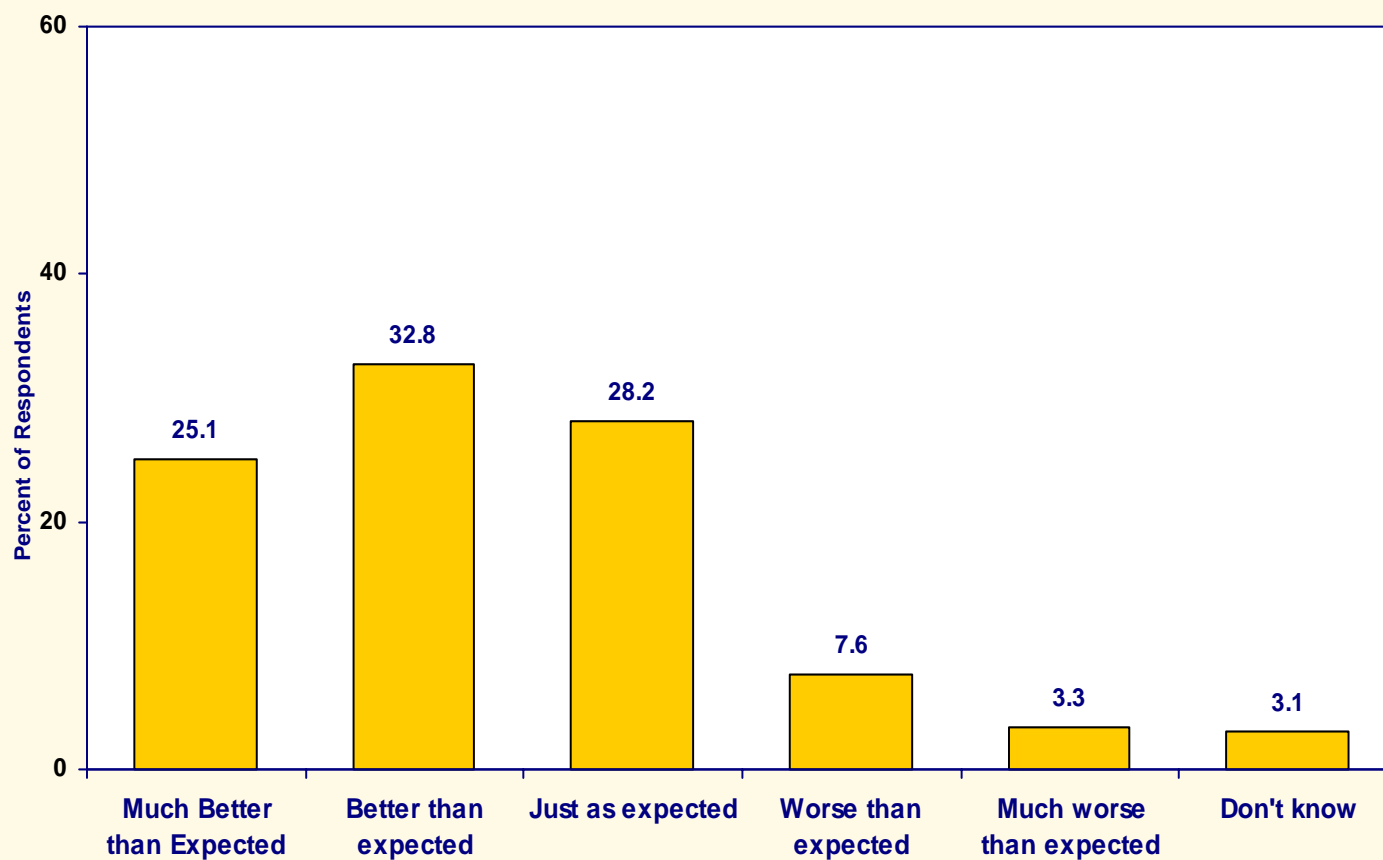
Valid n=3313

Overall Program Impressions

61

Question 55:

Thus far, how well has the program met your training or educational NEEDS?



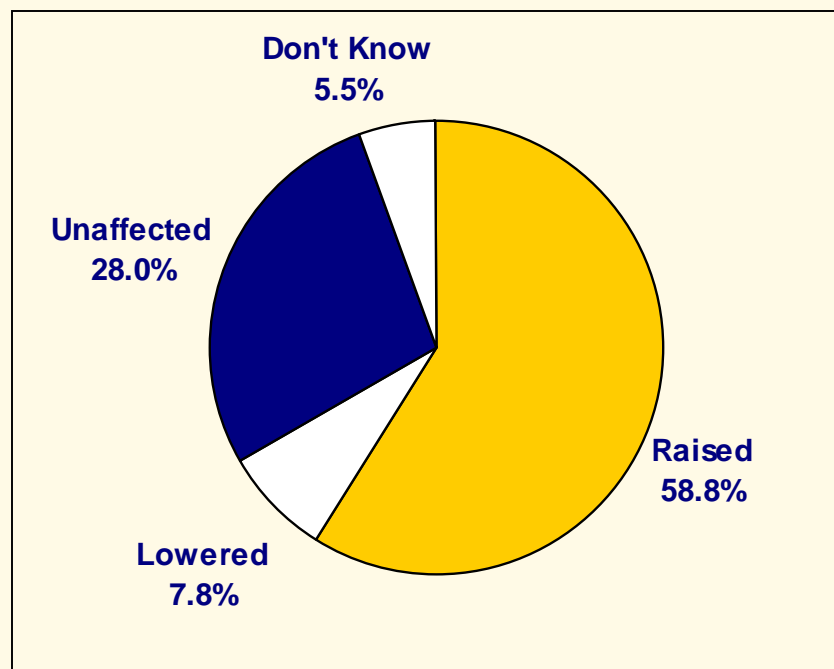
Valid n=3317

Overall Program Impressions

62

Question 56:

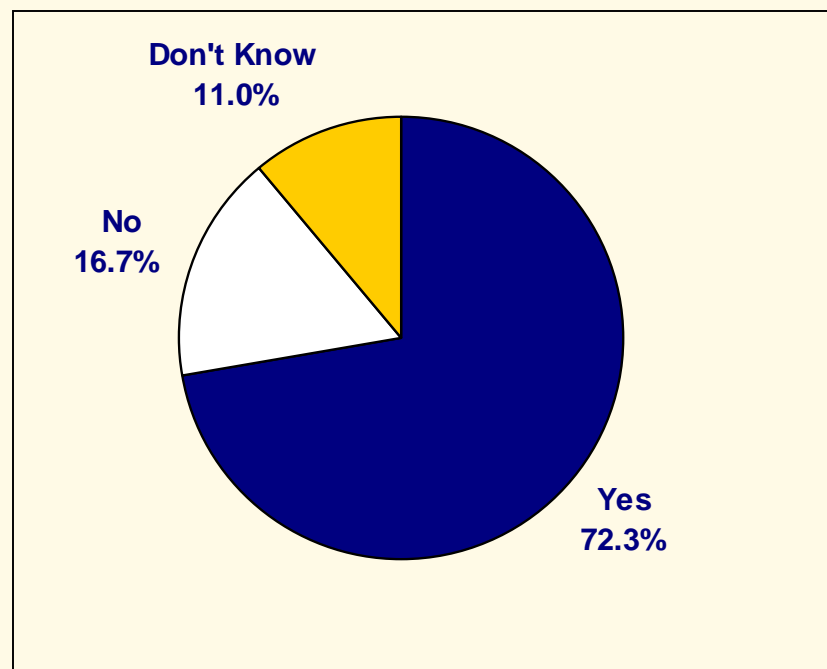
Have your **EDUCATIONAL** goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?



Valid n=3311

Question 57:

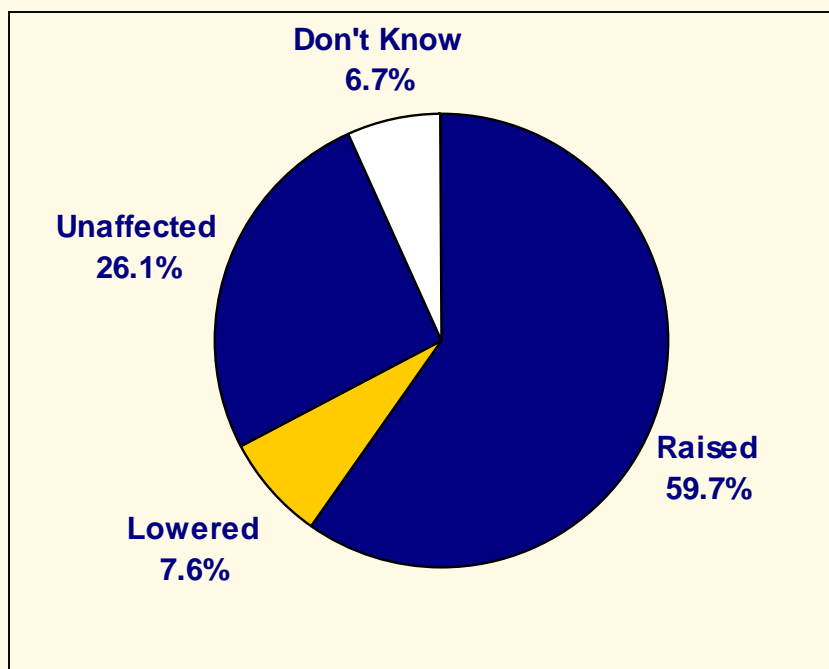
Are your educational goals more realistic as a result of this program?



Valid n=3309

Question 58:

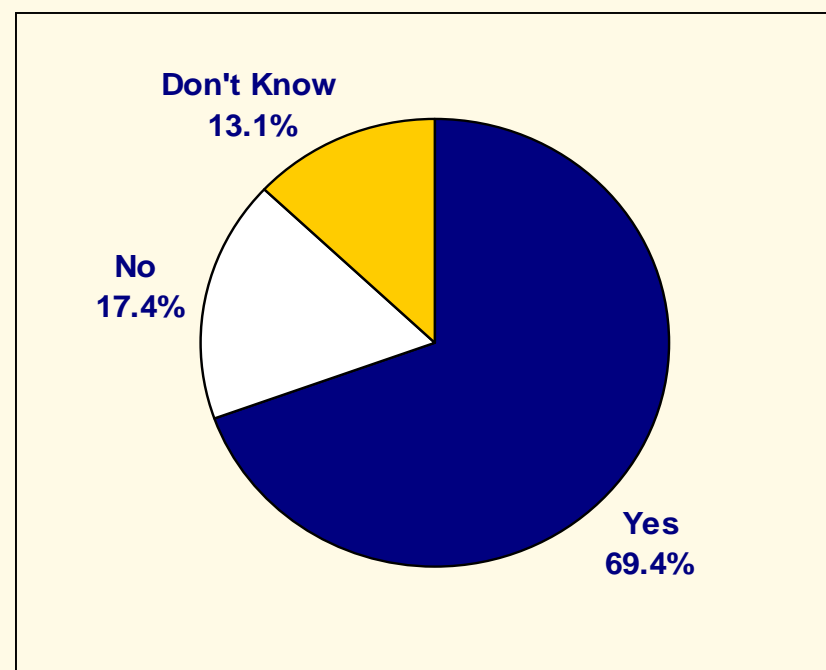
Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?



Valid n=3312

Question 59:

Are your career goals more realistic as a result of this program?



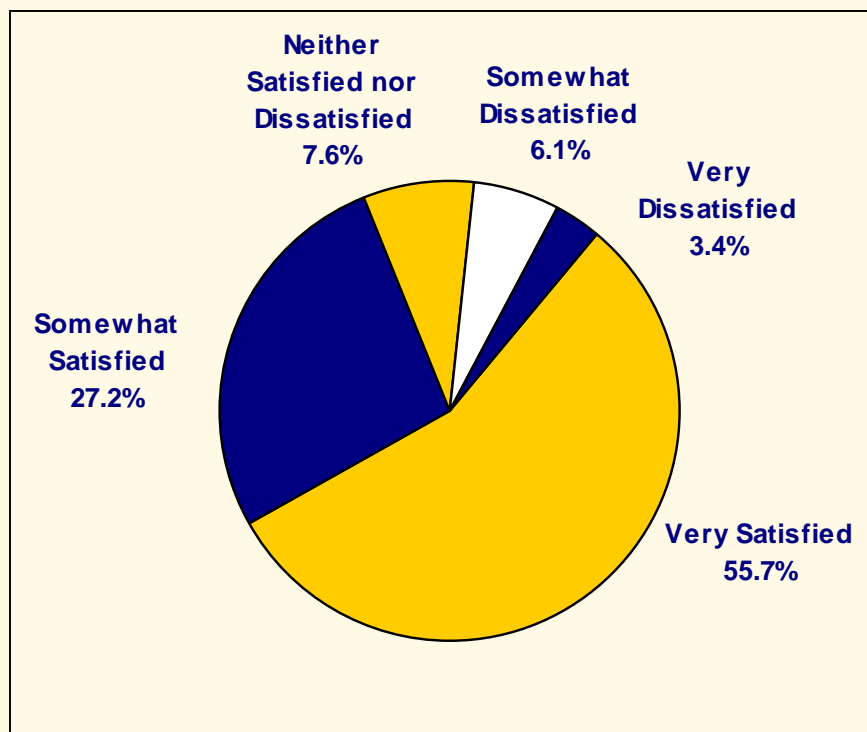
Valid n=3300

Overall Program Impressions

64

Question 60:

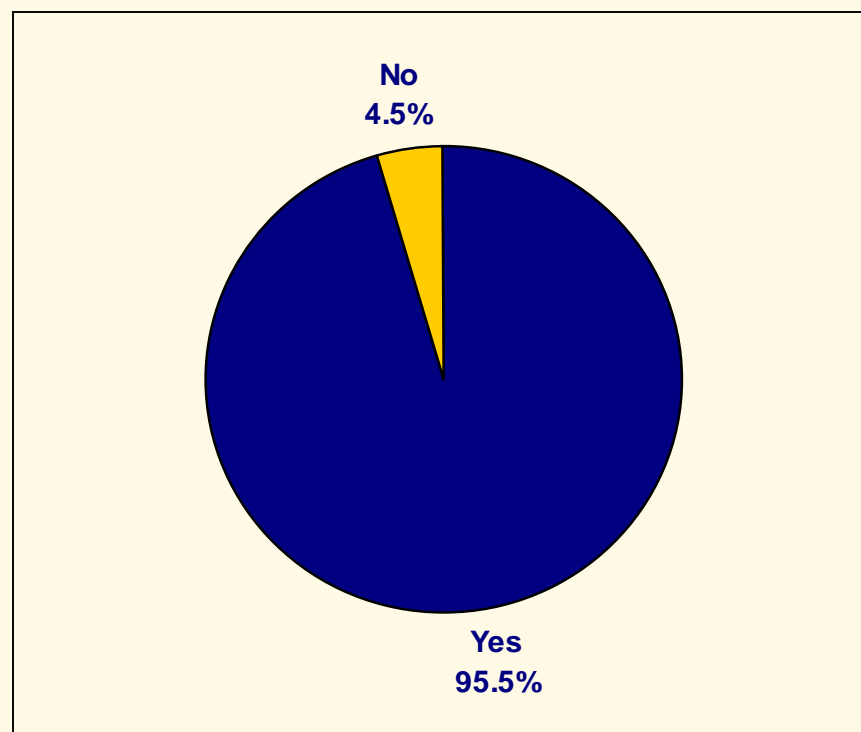
Overall, how satisfied are you with the
TRAINING OR EDUCATION phase of
your plan?



Valid n=3300

Question 61:

Would you recommend this program to other
disabled veterans?



Valid n=3282

UNDERSTANDING QUADRANT ANALYSIS

Quadrant analysis is a useful tool for determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the program area
- 2) **Performance:** a variable's top-box percent (the percent of people who answered positively to the question).

Variable correlations with the overall satisfaction with the program area are used to determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger the variable's relationship is with the overall satisfaction with the program area. Variables that have stronger correlations are considered to have higher importance.

Top-box percents represent how well VA is performing within a given area (for example, the percent who indicated that the length of time it took VA to determine entitlement to VR&E services was somewhat or very reasonable).

The quadrant analysis graph is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

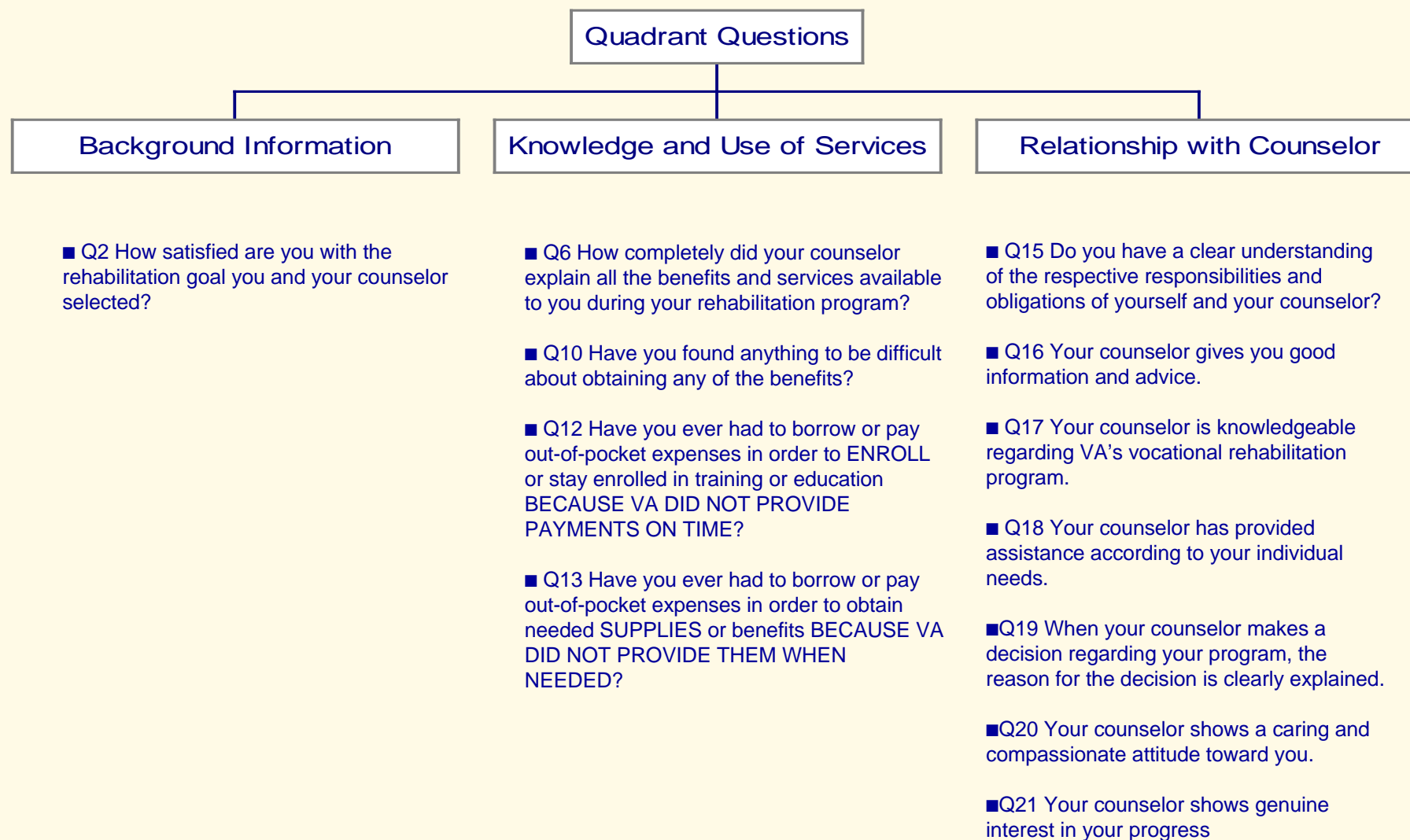
Quadrant I: Critical Improvement Areas (high importance, low performance)

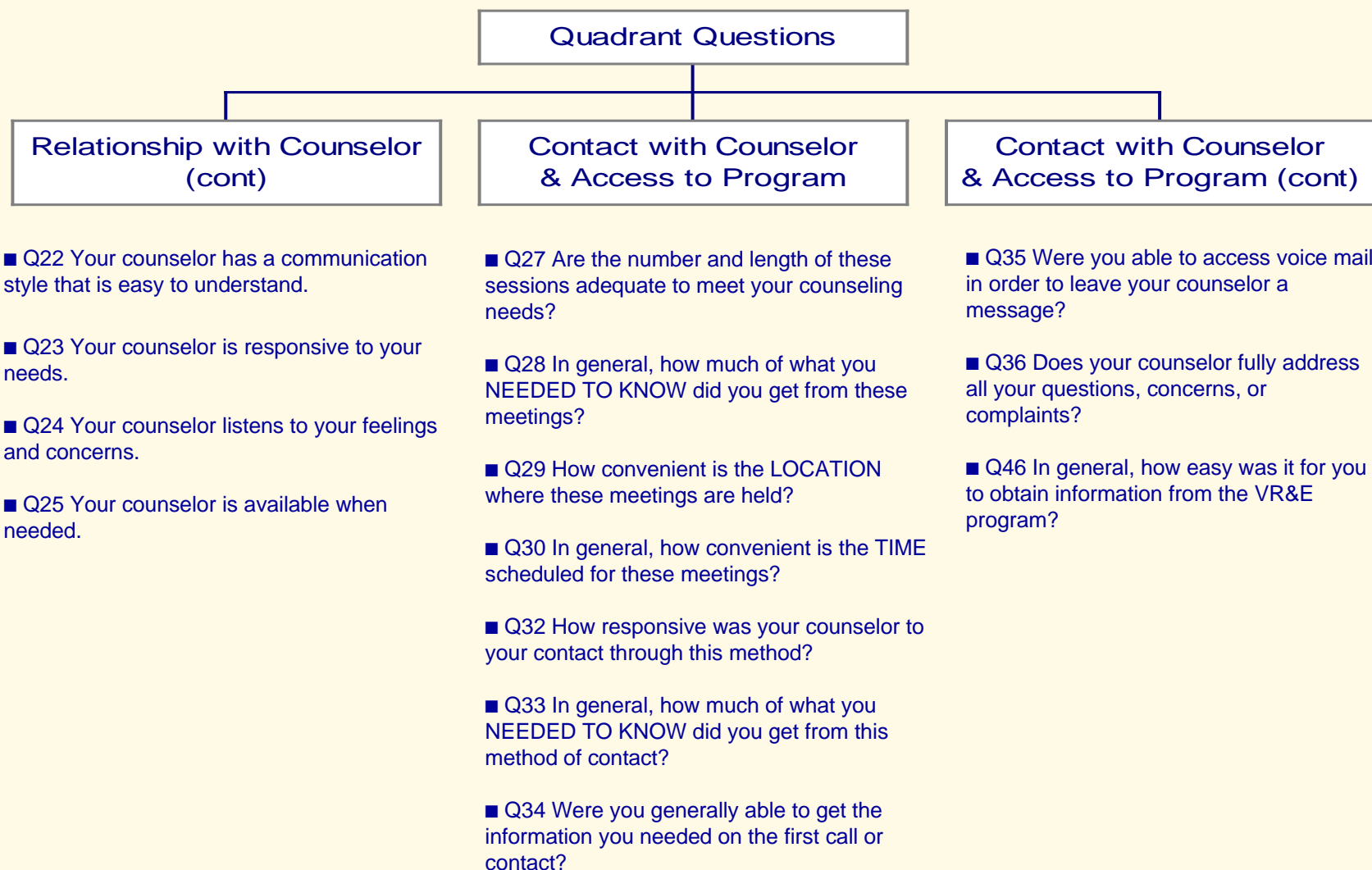
Quadrant II: Maintain Relationship Building Variables (high importance, high performance)

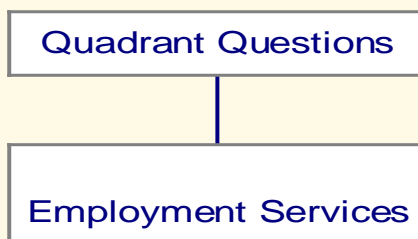
Quadrant III: Lower Return on High Performance (low importance, high performance)

Quadrant IV: Lower Return on Investment (low importance, low performance)

The horizontal lines in the plots represent importance and are placed at .50, which indicates relatively high correlation, and thus, relatively high importance. The vertical lines represent performance and are placed at 75 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer variables in each quadrant.







■ Q40 Your specialist/counselor(s) are knowledgeable regarding employment markets

■ Q41 Your specialist/counselor(s) understand your occupational/vocational goals.

■ Q42 Your specialist/counselor(s) help you focus on your employment goal.

■ Q43 Your specialist/counselor(s) are concerned about the quality of your job placement

■ Q46 In general, how easy was it for you to obtain information from the VR&E program?

QUADRANT SCORES

Importance and satisfaction scores for training and education questions, ranked by importance
(Based on respondents' overall satisfaction, Question 60*)

Question	Importance Score	Satisfaction Rating
2	.648	85.7%
18	.579	71.8%
23	.554	69.5%
42	.544	52.5%
16	.533	72.2%
43	.533	50.6%
41	.529	68.9%
19	.527	70.4%
21	.519	67.5%
46	.502	67.9%
24	.498	70.2%
20	.492	70.4%
36	.479	79.6%
17	.478	79.6%
22	.475	74.3%
40	.475	45.0%
33	.474	70.9%

*Question 60: Overall, how satisfied are you with the TRAINING OR EDUCATION phase of your plan?

QUADRANT SCORES (Continued)

Question	Importance Score	Satisfaction Rating
25	.471	61.8%
28	.465	73.5%
6	.449	77.9%
10	.423	37.6%
32	.423	85.7%
15	.422	79.4%
34	.387	64.1%
27	.382	81.5%
30	.312	85.4%
35	.281	81.7%
29	.267	84.0%
13	.244	63.9%
12	.196	84.2%

QUADRANTS I AND II

The information below highlights the questions from the Quadrant Analysis which fell into Quadrant I or Quadrant II.

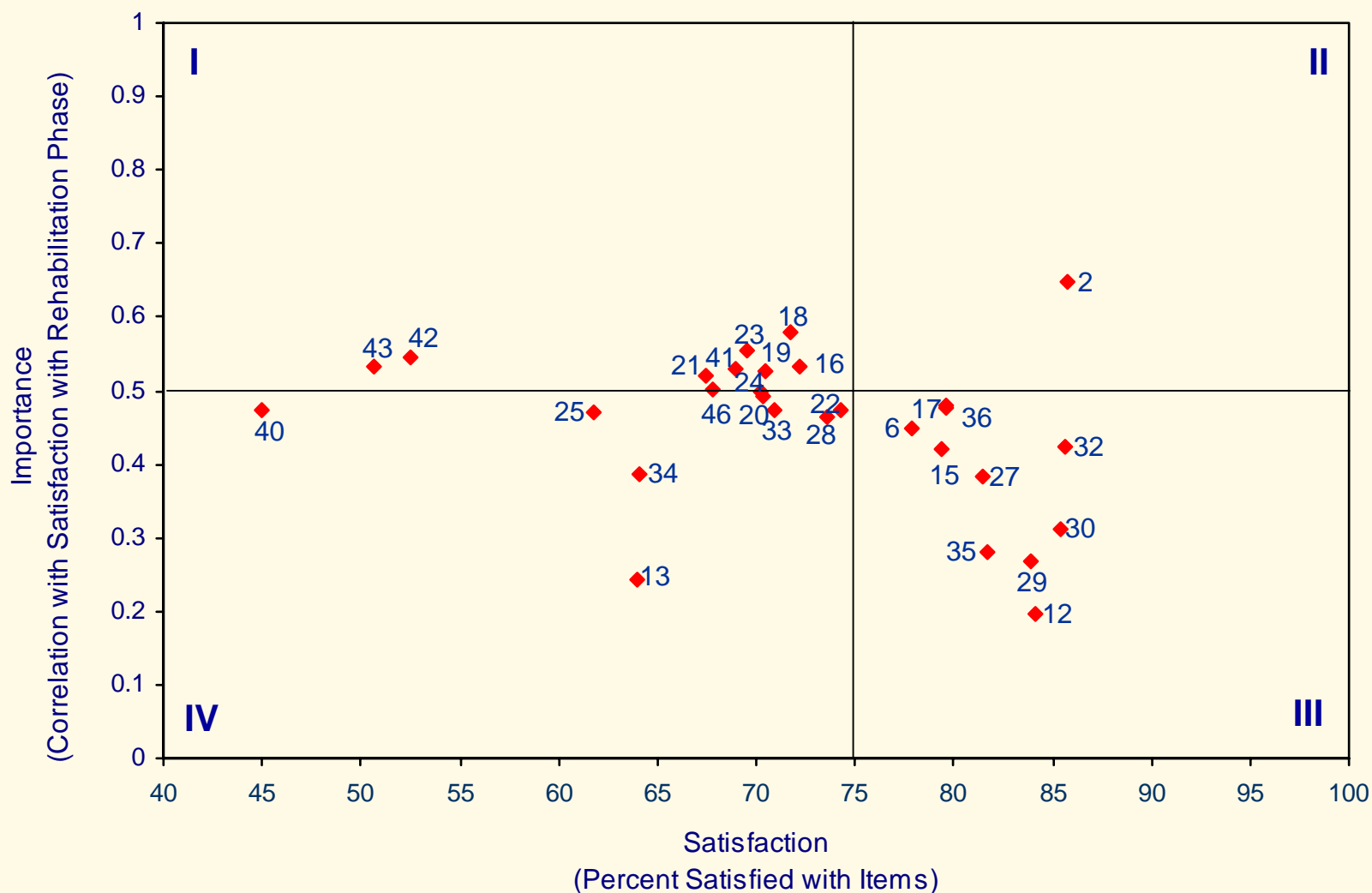
QUADRANT I: Critical Improvement Areas

- Q16 Your counselor gives you good information and advice.
- Q18 Your counselor has provided assistance according to your individual needs.
- Q19 When your counselor makes a decision regarding your program, the reason for the decision is clearly explained.
- Q21 Your counselor shows genuine interest in your progress
- Q23 Your counselor is responsive to your needs.
- Q41 Your specialist/counselor(s) understand your occupational/vocational goals.
- Q42 Your specialist/counselor(s) help you focus on your employment goal.
- Q43 Your specialist/counselor(s) are concerned about the quality of your job placement
- Q46 In general, how easy was it for you to obtain information from the VR&E program?

QUADRANT II: Maintain Relationship Building Variables

- Q2 How satisfied are you with the rehabilitation goal you and your counselor selected?

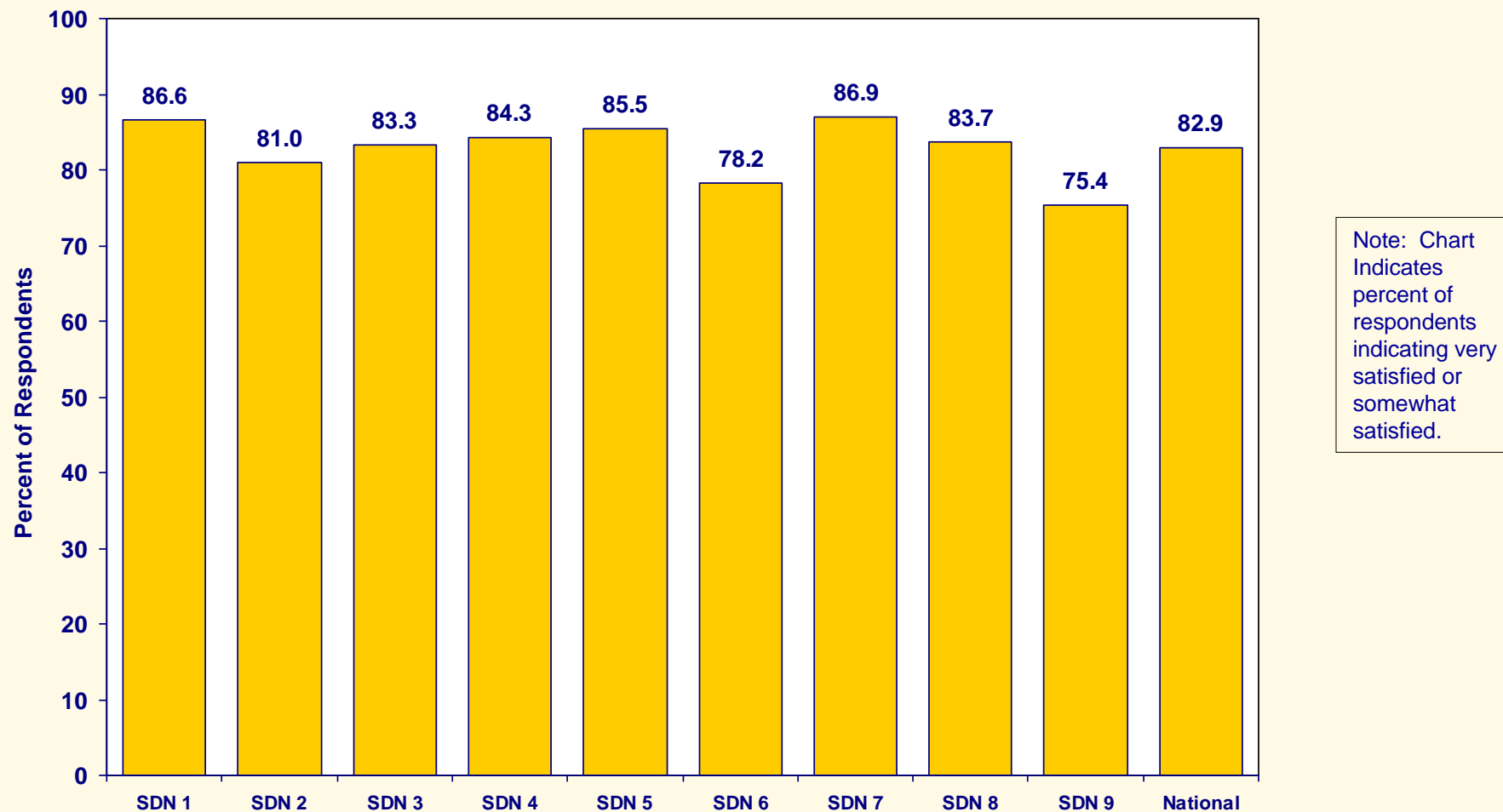
QUADRANT ANALYSIS



Overall Satisfaction by Service Delivery Network

73

Question 60 by Service Delivery Network (SDN):
Satisfaction with the TRAINING OR EDUCATION phase of the plan for each SDN.



Appendix A: Questionnaire and Mailing Materials

Appendix B: Methodology

Mailing Protocol

- The survey mailing protocol consisted of five mailings to veterans randomly selected into the survey sample. These five mailings included: 1) a prenotification letter informing selected participants that they should expect to receive a mailed survey questionnaire; 2) the questionnaire, including a cover letter and standard return envelope; 3) a reminder/thank-you postcard; 4) a second questionnaire mailed to those who had not yet responded, along with a cover letter and standard return envelope; 5) a second reminder/thank-you postcard. Examples of these materials appear in Appendix B.
- All mailing materials were sent bearing the VBA seal, and the cover and prenotification letters included a signature from Guy H. McMichael, Acting VBA Under Secretary for Benefits. Each questionnaire mailout contained the cover letter on VBA letterhead, a questionnaire, and a pre-posted envelope. Toll-free numbers for both Caliber Associates and VBA were included on the cover letters to assist respondents with questions regarding the survey.
- The mailings took place on the dates indicated in the table below.

Mail Survey Schedule	
Prenotification Letter	November 8, 2001
First Questionnaire	November 15, 2001
First Reminder Postcard	November 23, 2001
Second Questionnaire	January 2, 2002
Second Reminder Postcard	January 9, 2002
Fieldwork Completed	February 4, 2002

Mailing Protocol (continued)

- The distribution of mail-outs overall (nationally) and by SDN is presented in the table below.

Mailouts	
Service Delivery Network	Training and Education Phase (R)
SDN #1	685
SDN #2	720
SDN #3	710
SDN #4	720
SDN #5	710
SDN #6	720
SDN #7	725
SDN #8	725
SDN #9	710
Overall: National	6,425

Response Rates

- The Training and Education yielded 3,531 completed questionnaires across the nine VBA Service Delivery Networks, resulting in a 56.4% response rate.
- The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. Generally, a response rate of 70 percent or more is considered excellent, 60 to 69 percent is considered very good, 50 to 59 percent is considered good, 40 to 49 percent is considered fair, and any response rate less than 40 percent is considered poor. Without further information, data derived from a survey with a response rate of less than 50 percent should be interpreted with caution.
- Eligible questionnaires are those which were returned completed, those which were not returned, or those which were returned blank or incomplete.
- Ineligible questionnaires are those which were returned undeliverable or those which were returned with an indication that the recipient was deceased or unable to complete the questionnaire.

Response Rates (continued)

- The overall (national) response rate, and response rates by SDN are presented in the table below.

Response Rates	
Service Delivery Network	Training and Education Phase (R)
SDN #1	56.5%
SDN #2	57.9%
SDN #3	58.9%
SDN #4	59.9%
SDN #5	57.6%
SDN #6	54.1%
SDN #7	52.2%
SDN #8	56.8%
SDN #9	55.4%
Overall: National	56.4%